Environmental, Social and Governance Report
About This Report

Introduction to This Report

The 2023 Environmental, Social and Governance Report (hereinafter referred to as "this Report") of Ping An Healthcare and Technology Company Limited (hereinafter referred to as "Ping An Health", the "Company" or "We/Us"), highlights the process management, materiality, quantification, balance, and consistency, and systematically describes the Company's philosophy, actions, performance and commitment to the pursuit of sustainable development. We hope that by publishing this Report and responding to stakeholder concerns, we can strengthen communication with stakeholders, enhance their interest, and recognize our value. Moreover, it helps us continue to promote sustainable economic, environmental, and social development.

Abbreviations

"Ping An Group" refers to Ping An Insurance (Group) Company of China, Ltd.

Reporting Principles

Materiality: Ping An Health distributes materiality assessment questionnaires to stakeholders through a stakeholder communication mechanism to understand concerns about their Company's sustainable development prospects and identify material issues related to the Company. For details, please see the Section "Identifying Issues of Materiality" in this Report.

Quantification: The application of the quantitative principle is mainly reflected in the calculation and disclosure of the Company's environmental and social key performance indicators. For details, please refer to Appendix "Key Performance Form."

Balance: To ensure that this report can comprehensively reflect the Company's sustainable development practices to our stakeholders, the Company has objectively and thoroughly disclosed the Company's environmental, social and governance performance.

Consistency: This Report adopts the same statistical method as previous years and compares the data across different years. If the scope of data disclosure changes, explanations would be provided alongside the key performance indicator.

Reporting Scope

Business scope: This Report mainly covers the Company's principal businesses, including Medical Services and Healthcare Services. For details of the Company's businesses, please refer to the Company's 2023 annual report.

Timeframe: This Report mainly covers the period from January 1, 2023, to December 31, 2023 (hereinafter referred to as the "Reporting Period" or the "this Year"). To improve the integrity of the report, some content may go beyond this scope.

Release cycle: This Report is an annual report and is the sixth environmental, social and governance report issued by Ping An Health.

Reporting Guideline

This Report is compiled in compliance with the *Environmental, Social and Governance Reporting Guide* (hereinafter referred to as the "*ESG Reporting Guide*"), Appendix C2 to the Listing Rules of the Stock Exchange of Hong Kong Limited (hereinafter referred to as the "HKEX") and with reference to the United Nations Sustainable Development Goals (SDGs). The *ESG Reporting Guide* content index has been provided towards the end for reference.

Sources of Information

Information and data disclosed in this Report is sourced from internal official documents, internal statistics, and relevant public Company information. Unless otherwise specified, the monetary amounts herein are in RMB.

Assurance

The content disclosed in this Report has been considered and approved by the Board of Directors of Ping An Health. The Board is committed to supervising the content of this Report to ensure it is without misrepresentations, misleading statements, or material omissions.

Environmental, Social and Governance Report
Highlights in 2023

Sound System for Enhanced Governance	• The Company has established the Sustainable Development Committee, continuously promoting the improvement of ESG management system. • The Company has approved a resolution regarding the *Sustainable Development Strategy, Goals, and Action Plan*, setting three-year sustainable development goals. • A total of 197 anti-corruption training/integrity culture advocacy sessions were organized for directors, management, and employees, achieving a 100% employee coverage in business ethics training.
Improved Quality for Stable Development	• The Company obtained the ISO 9001 quality management system certification for its health medical related services and online mall services. This certification applies to 100% of the Company's business operations and branch companies/subsidiaries. • The Company issued the *Statement on Information Security and Data Security Management Policy of Ping An Health*, which clearly stipulates network information security, data security, and personal information protection and applies to all relevant business lines and branches/subsidiaries. • The Company obtained ISO/IEC 27001: 2013 information security management system certification, ISO/IEC 27701: 2019 privacy information management system certification, and ISO 27799: 2016 health informatics - information security management in health covering 100% of its business.
Talent Supply for Future Empowerment	• The Company organized a total of 1,969 training sessions, covering 100% of its employees, with a notable 97% expressing satisfaction with the training. • The Company adopted the "dual-track" performance appraisal system, combined the Company's operation and management control mechanism with the individual performance tracking and appraisal mechanism, further optimizing the personal performance tracking and evaluation system.
Environmental Protection for a Green Homeland	• The Company has integrated the governance of climate-related issues into the overarching ESG governance framework according to TCFD (Task Force on Climate-related Financial Disclosures) disclosure framework. Furthermore, it has included climate change-related risks and opportunities in the Company's ESG risk management. • In 2023, the Company established a goal to reduce water consumption by 10% compared to 2022. The actual water consumption for the entire year of 2023 decreased by 61% compared to 2022.
Industry Leadership for Shared Ecosystem	• The Company enhanced and updated the *Supplier Code of Conduct* to govern the conduct of suppliers in such areas as business ethics, fair trade, labor management, environmental protection, and data and privacy protection. It aims to establish a responsible and sustainable supply chain. • The Company had a cumulative number of 40 million paid subscribers and served 1,508 corporate customers. In addition, this Company had nearly 4,000 cooperative hospitals, about 103,000 cooperative health management organizations, and about 230,000 cooperative pharmacies.

Environmental, Social and Governance Report
Awards and Recognitions

Awards/Honors	Honor Time	Appraiser/Awarding Agency
The 13th "Golden Fortune Management" Annual Corporate Social Responsibility Award	February 2023	Shanghai Securities News
Smart Living Partnership Awards 2022 - Outstanding Health Service Application	February 2023	ETNet
Excellent Case of High-quality Development in Big Health Industry	May 2023	Economic Information Daily
Outstanding Healthcare Platform Award	June 2023	Hong Kong Economic Times
Standing Board Member of ESG 30-person Forum	July 2023	Caixin
2023 ESG Competitive Enterprise	July 2023	Southern Weekly
2023 HREC Salary and Benefits and Supplier Value Award	September 2023	HR Excellence Center
Ram Charan Management Practice Award	October 2023	Harvard Business Review
Big Health's Most Growing Listed Company	November 2023	National Business Daily
Annual Health Service Platform	November 2023	Jiemian
2023 Annual ESG Investment Selection for Listed Companies	November 2023	36Kr
Best ESG Innovation Award	December 2023	Zhitong Caijing
2023 Annual Industry Benchmark Enterprise and Annual Excellent ESG Case in "Sunshine" Research on the Competitiveness in Big Health Industry in the 21st Century	December 2023	21st Century Business Herald
2023 Top 10 "Commercial Landing" Breaking Enterprises in China's Big Health Industry	December 2023	Iyiou Health
The 13th China Securities Golden Bauhinia Award in 2023 - Outstanding Investor Relationship Management Listed Company for 2023	December 2023	Hong Kong Ta Kung Wen Wei Media Group
2023 "ESG Pioneer 60" - Annual Enterprise ESG Practice Award	December 2023	Jiemian
2023 ESG Innovation Practice Case Award	December 2023	Snowball
"Annual Corporate Socially Responsible Award" from Shanghai Securities • Golden Fortune Management	December 2023	Shanghai Securities News
2023 Golden Kylin Award for the Most Promising Pharmaceutical Company Listed in the Hong Kong Stock Exchange in the Pharmaceutical Industry	December 2023	Sina Finance
Gelonghui Golden Award - Annual Pioneer in ESG	December 2023	Guru Club
2023 Responsible China ESG Innovation Case and Enterprise Governance Compliance Demonstration Case	December 2023	Southern Metropolis Daily
2023 Cailian Press Zhiyuan Award - Pioneer in ESG	December 2023	Cai Lian Press

Environmental, Social and Governance Report
## About us

Company Mission

Bridging doctors and patients with professionalism and safeguard everyone's health.

Company Vision

To provide every enterprise with a harmonious workplace, every family with a dedicated doctor, and every user with a safe and healthy life.

Development Strategy

As a crucial element of Ping An Group's managed healthcare model and the flagship enterprise in the healthcare ecosystem, Ping An Health has cultivated core competitive advantages including abundant payer resources, sound provider network, leading service system, and strong ecological empowerment, and is committed to establish a unique business model. As of now, it has built itself into a professional, comprehensive, high-quality, one-stop corporate health management service provider.
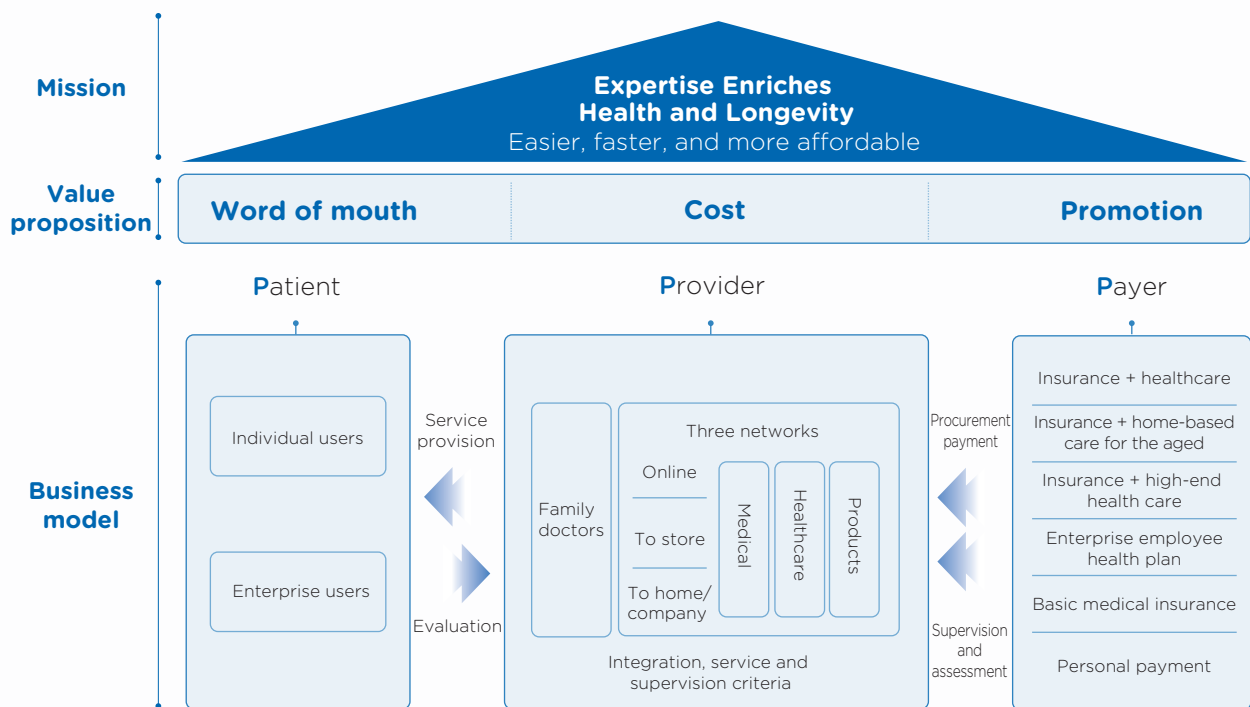
Corporate Culture

Ping An Health, as a corporate healthcare management service provider, adheres to the value proposition of "easier, faster, and more affordable," by giving full play to the advantages of timely and efficient Internet medical care, breaking the time and space limitations of medical and healthcare services, and providing high-quality medical services. The Company is committed to improving health protection for all people, assisting in Healthy China 2030, and building the carbon neutral medical healthcare ecology. The Company promotes the active participation of employees in the sustainable development of the Company through activities. On the basis of complying with laws and regulations, we have urged employees to participate in sustainability actions. We also fully consider the interests of our stakeholders, such as employees and consumers, address social and public interests of the society such as ecological and environmental protection bodies in order to create a better and sustainable future together.

Environmental, Social and Governance Report
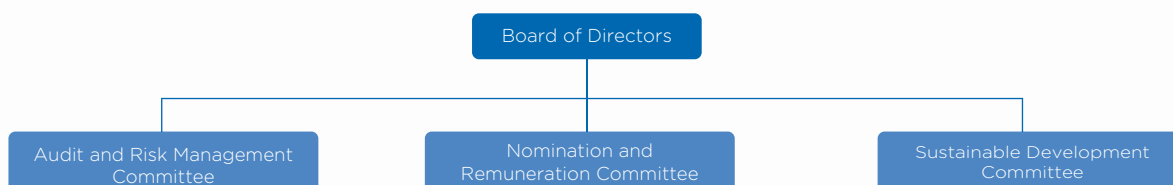## 1. Sound System for Enhanced Governance

Ping An Health actively embraces the principles of sustainable development, consistently adhering to legal and regulatory requirements throughout its operations. It undertakes ongoing enhancements to its governance structure, reinforcing risk management systems. These endeavors aim to elevate strategic decision-making capabilities and operational management proficiency. Additionally, the Company is committed to advancing ESG governance initiatives, ensuring the sufficient protection of the interests of shareholders.

1.1 Responsible Governance

Ping An Health considers compliant operations as the foundation and driving force for sustainable development. It consistently upholds the highest standards of business ethics, perpetually refines its operational mechanisms, enhances internal management systems, and effectively manages potential risks, thus establishing a robust foundation for achieving sustained, stable, and high-quality development of the Company.

1.1.1 Corporate Governance

Ping An Health complies with the requirements of relevant laws, regulations, and normative documents such as the *Company Law of the People's Republic of China,* the *Securities Law of the People's Republic of China*, and the HKEX's *Corporate Governance Code*. The Company has established and improved its corporate governance structure, implementing a standardized management mechanism that delineates clear rights and responsibilities. The Board of Directors has instituted specialized committees, such as the Audit and Risk Management Committee, the Nomination and Remuneration Committee, and the Sustainable Development Committee, to provide assistance in decision-making processes.

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                        Board of Directors
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Audit and Risk Management   Nomination and      Sustainable Development
      Committee          Remuneration Committee        Committee
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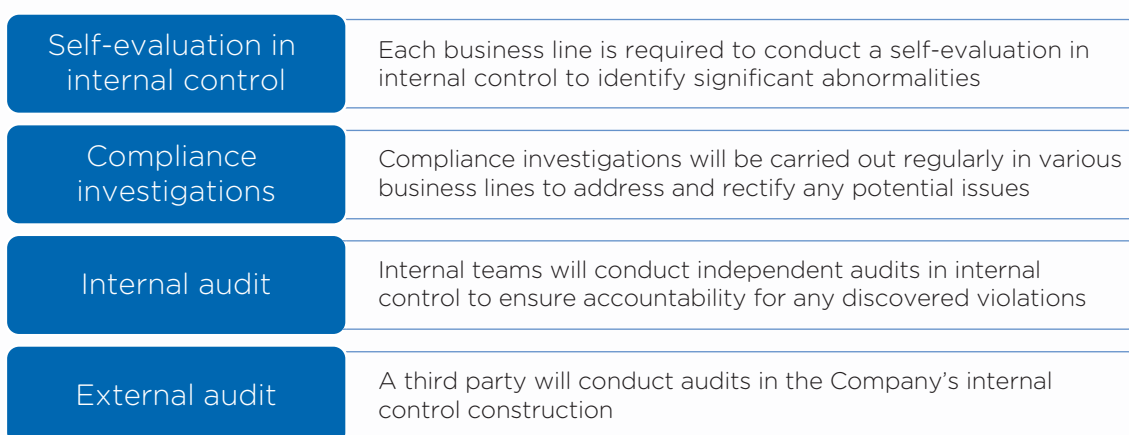
1. Sound System for Enhanced Governance

Ping An Health firmly believes the board diversity plays a crucial role in maintaining a competitive advantage, securing a broad range of perspectives for diversity development and achieving comprehensive talent reserves. A truly diverse Board should include board members with different talents, skills, regional and industry experiences, backgrounds, genders and other attributes. The Nomination and Remuneration Committee, as appointed by the Company, regularly evaluates and actively promotes diversity at the Board level. As of the end of the reporting period, the Board comprises eight Directors, including two female Directors. The Directors bring diverse expertise and skills, spanning finance, financial management, law, medical technology, and more.

1.1.2 Risk Management and Internal Control

Ping An Health considers the risk management and internal control system as a crucial guarantee for its stable operation. The Company constantly improves risk management systems and improves the organizational structure, system specifications, strategic methods and technical means of risk management. We seek to further cultivate the corporate culture of risk management, strengthen risk awareness among employees, ensure sustainable, stable and healthy development of the Company, and build our core competitiveness.

The risk management organizational structure places ultimate responsibility on the Board, with direct leadership from the management and support from the Risk Management Executive Committee. Close collaboration among various functional departments covers all business lines, aligning with external laws, regulations, regulatory policies, and internal systems for risk management. The Company has implemented risk control systems, including *Comprehensive Risk Management Measures* and *Risk Preference Management*, and has developed corresponding management systems and standards for various major risks. For details on the organizational structure and responsibilities related to the Company's risk management and internal control, please refer to the "Corporate Governance Report" section of the Company's 2023 Annual Report.

The Company has established a robust internal control effectiveness verification process with a clear division of responsibilities among functional departments involved in internal control. Through regular self-evaluation, compliance investigations, and auditing, the effectiveness of internal control functions has been affirmed. Any necessary actions were promptly taken to address the outcomes of internal control procedures.

Self-evaluation in internal control	Each business line is required to conduct a self-evaluation in internal control to identify significant abnormalities
Compliance investigations	Compliance investigations will be carried out regularly in various business lines to address and rectify any potential issues
Internal audit	Internal teams will conduct independent audits in internal control to ensure accountability for any discovered violations
External audit	A third party will conduct audits in the Company's internal control construction

Internal Control Effectiveness Verification Mechanism

1. Sound System for Enhanced Governance

In the realm of risk identification and management, the Company has established a comprehensive and robust risk management monitoring and reporting mechanism. This system regularly monitors risk indicators and related events, generating regular risk inspection reports. Currently, the Company has incorporated ESG-related risks into risk assessments. Concerning environmental considerations, the Company has integrated climate change-related risks into its risk management process and formulated corresponding climate change emergency plans. In the social context, the Company has identified risks such as information technology risks, brand reputation risks, and medical risks. There is a continuous effort to reinforce pharmaceutical quality and safety management, as well as product quality assurance systems in daily management and implementation. Risk control is also executed by consistently delivering responsible products and fortifying the responsible marketing governance system. The Company regularly identifies potential risks related to compliant operations and general operations, implementing timely improvement actions through robust internal control processes. We regularly monitor changes in various risk levels, formulate countermeasures and continue to follow up, report regularly, and constantly improve the company's overall risk management process to further implement the corporate sustainable development.

To disseminate risk management knowledge and enhance the risk management awareness of all employees, the Company has carried out risk management and compliance trainings. In 2023, the Company provided 17 interpretations of new regulations and conducted 197 risk management-themed training sessions covering 100% of employees. We promoted a risk compliance culture among employees in various forms, contributing to the enhancement of the Company's risk management and the development of its compliance culture.

1.1.3 Business Ethics

Ping An Health strictly adheres to the *Anti-monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Interim Provisions on Banning Commercial Bribery*, and other relevant national laws and regulations. The Company also established the internal policies and systems, such as the *Audit and Supervision System*, the *Anti-Fraud System*, the *Employee Code of Conduct*, and the *Employee Conflict of Interest Management Policy*, which clearly stipulate the review mechanisms and procedures on business conduct, including anti-corruption, anti-monopoly, anti-fraud and interest conflicts management.

The Board takes the lead in business ethics and anti-corruption management. The Audit and Risk Management Committee represents the Board to review the Company's business ethics risk management, execution, and audit work on a quarterly basis. It annually assesses the effectiveness of business ethics risk management. The Company has established the evaluation standards based on driver's license-style compliance risk control, covering legal, internal control, business, and audit dimensions. We conduct monthly supervision and management of employees' business behavior, completing 32 supervision and evaluation projects across four lines of business management, internal control compliance, legal review, and audit and supervision. Each supervision and evaluation project will be assigned an evaluation deduction standard value according to its importance, and the corresponding deduction result will be included as a reference for the performance assessment of relevant personnel, so as to ensure personnel's adherence to business ethics and regulatory compliance. Additionally, we have linked the monitoring of irregularities and corruption with the evaluation system for management's performance and salary, establishing an effective anti-corruption management system and mechanism.

To enhance employees' awareness of compliance with laws and regulations and promote incorruptible conduct, the Company actively provides training on employee business ethics to help the employees improve their business ethics and their thinking and skills in anti-corruption. In 2023, 197 anti-corruption training/integrity culture advocacy sessions and 16 anti-corruption or related internal audit investigations were conducted, with 100% employees trained on business ethics criteria. During the reporting period, no anti-corruption lawsuits were filed against the Company or its employees.

1. Sound System for Enhanced Governance

To prevent corruption and unethical practices, Ping An Health encourages reporting of potential fraud and corruption by employees and all parties with business relationships with the Company. Reporting can be done through the Company's public reporting email address, petition site, or other means. Internal systems, including the *Management System on Petition* and the *"Red, Yellow and Blue" Card Punishment System*, have been formulated, and a full-time audit and supervision team is responsible for internal audit, investigation, and handling of petitions. Disciplinary punishment, salary deduction, restricted performance evaluation, and promotion-related measures are applied for confirmed violations by the audit and supervision team according to the *"Red, Yellow and Blue" Card Punishment System*. In 2023, the punishment procedures for violations were updated and refined based on changes in business development risks.

The Company guarantees the protection and confidentiality of whistleblowers through its petition system. The petition and coordinating departments are committed to safeguarding the legitimate interests of whistleblowers and preventing any form of retaliation.

Whistleblowing materials will be treated with confidentiality. Real-name reporting will undergo desensitization, and any transfer of reporting materials to the unit or individual being reported is strictly prohibited.

Anonymous whistleblowing materials will not be examined for handwriting or trace the letter-writer.

When receiving and inspecting whistleblowers, confidentiality measures will be taken to ensure the anonymity of whistleblowers. A dedicated venue will be arranged for receiving whistleblowers, and no unrelated personnel are present on-site.

No unit or individual is permitted to retaliate against the whistleblower, their relatives, or potential whistleblowers under any pretext or through any means.

Measures for the Protection of Whistleblowers in the *Management System on Petition*

The Company's channels for petition are as follows:

Mailing address	9/F, Block B, INNO OFFICE, Yangpu District, Shanghai
Online e-mail address	dept_jkhlwdshswhxfyx@pingan.com.cn

Key Performance	
Anti-corruption training/integrity culture advocacy sessions	197 times
Anti-corruption or related internal audit investigations	16 times
Coverage of employees trained on business ethics criteria	100%

1. Sound System for Enhanced Governance

1.2 ESG Management

Ping An Health actively embraces the concept of sustainable development, cultivating a corporate culture and strategy dedicated to sustainability. The Company optimizes its governance structure to support sustainable development and integrates economic, social, and environmental factors comprehensively in the business decision-making process. Additionally, Ping An Health is responsive to the ESG requirements of stakeholders from multiple perspectives. This commitment aims to continually enhance the Company's overall ESG performance.

1.2.1 ESG Governance
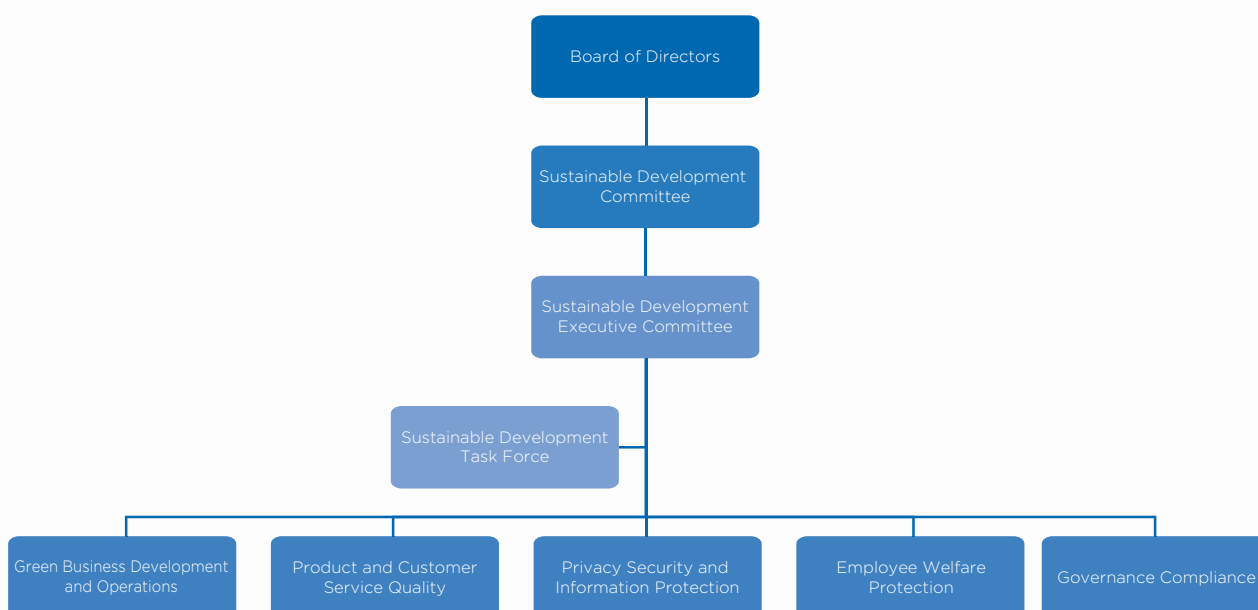
Statement of the Board of Directors

At Ping An Health, the Board of Directors is responsible for coordinating, leading, and monitoring the Company's ESG management and ESG information disclosure, and incorporating ESG factors into the strategic decision making and daily operation management. The Board of Directors leads the identification of industrial sustainable development trend, decision making of sustainable development strategy, and determination of key ESG management issues.

During the reporting period, the Board of Directors of the Company approved a resolution regarding the *Sustainable Development Strategy, Goals, and Action Plan*. For the significant sustainability issues related to the Company, three-year development strategies and goals have been established. The progress of these goals would be regularly monitored and evaluated in the future, aiming to further enhance the Company's sustainable development management.

The Company's Board of Directors holds regular meetings annually, and listens to the Sustainable Development Committee's reports on ESG management. After making clear of the Company's ESG management status, we identify the ESG management risks, monitor and evaluate the implementation of the formulated ESG strategy and the step-by-step achievement of ESG goals, to ensure the sustained efforts to achieve our ESG targets. The Company also reports the ESG-related exchange rule changes and regulatory policy updates, industrial major news on key ESG issues, and ESG-themed case analysis and sharing to its directors in monthly directors' newsletter. It is committed to improving the skills and abilities of Board members in sustainable development and promoting Board members to actively fulfill responsibilities in sustainable development risk management with an attitude of keeping learning, thereby continuously improving the Board's ESG related governance level.

ESG Governance System

Ping An Health optimized the three-level ESG governance structure in respect of decision-making, management, and executive, and has defined relevant work functions at each level to ensure unified leadership, decision-making and implementation of ESG work. The Company's ESG governance structure is as follows:

1. Sound System for Enhanced Governance

The Board of Directors coordinates, leads and supervises the development and implementation of the ESG strategy and the ESG information disclosure of Ping An Health. To improve the Company's governance, and fully and actively perform its ESG responsibilities, the Company set up the Sustainable Development Executive Committee, and actively prepared the optimization of the ESG governance structure to make it clear the working responsibilities for ESG management at all levels and departments, and continuously build a better ESG management system.

The Company's ESG working rules at all levels are as follow:

Levels	ESG-related responsibilities
Board of Directors	• Coordinate, lead and oversee the development and implementation of sustainable development management strategies; • Receive the report on ESG's work at the annual board meeting; • Supervisory guidance on systemic ESG risk management; • Consideration and approval of the Company's ESG reports.
Sustainable Development Committee	• Assist in the Board in guiding and monitoring the development and implementation of the Company's sustainable development strategies, including: 　▪ To formulate and review the Company's environmental, social and governance ("ESG") responsibilities, vision, objectives, strategies, frameworks, principles and policies; 　▪ To review key ESG trends as well as related risks and opportunities, evaluate the adequacy and effectiveness of the Company's ESG related structure, business model and risk management and internal control systems as required by investors and regulators, and timely update the relevant policies; 　▪ To supervise and review the work of the Company's Sustainable Development Executive Committee, evaluate the Company's sustainable development performance, check the progress of annual ESG goal, and report to the Board; 　▪ To coordinate other ESG-related work as requested by the Board of Directors. • Review the Company's annual sustainable development reports.

1. Sound System for Enhanced Governance

Levels	ESG-related responsibilities
Sustainable Development Executive Committee and Sustainable Development Task Force	• Coordinate the formulation and review of the company's ESG management policy and strategy, including evaluation, prioritization and management of important ESG related issues, to ensure the effectiveness of the Company's internal monitoring system; • Identify ESG risks, formulate corresponding risk measures and evaluate the effectiveness of risk management regularly, to ensure that all work and involved ESG risks are properly managed; • Organize and coordinate the establishment, improvement, continuous optimization and implementation of the Company's ESG management system (work system and indicator system); • Clarify ESG management responsibilities, coordinate the implementation of the Company's ESG work decision and deployment, continuously improve the participation of each special unit in ESG work; • Coordinate and implement the compilation and release of the Company's annual ESG report.

Each Special Unit	• Each special unit is jointly responsible for the implementation of ESG-related policies and objectives, including:
	
	   ▪ To assist in the collection, statistics, reporting and archiving of ESG-related data and information, and implement the regular data collection mechanism;
	
	   ▪ To synchronize ESG work vertically with the Sustainable Development Task Force and communicate horizontally with each special unit on ESG work.

In 2023, Ping An Health continues to optimize the progressive ESG work communication mechanism, so that all levels of the Company can promote the ESG implementation through a more mature and sound communication mechanism. Each special unit reports monthly to the Sustainable Development Task Force on ESG-related data, and summarizes the ESG-related work implementation and highlights. The Sustainable Development Committee holds semi-yearly meeting, and proposes optimization recommendation for the preparation of the mid and long-term ESG strategies as well as ESG work of the Company, and reports to the Board of Directors on ESG work and other major ESG issues semi-annually. In addition, the Company plans to gradually implement the annual assessment plan in the future. Annual summaries and recognitions of ESG work will be carried out.

ESG Strategy and Development Goals

To achieve comprehensive planning and management of ESG work, Ping An Health has formulated its sustainable development strategies and plans based on factors such as stakeholders' impacts, dependence, expectations on the Company, and the overall development strategy of the Company to further strengthen the sustainable development culture atmosphere. In 2023, the Company's Board adopted the *Sustainable Development Strategy, Goals and Action Plan*, so as to evaluate performance based on sustainable development goals and indicators, fully identify internal and external challenges, and set new goals and indicators for contributing to sustainable development.

1. Sound System for Enhanced Governance

Sustainable Development Strategy
The Company's "original intention" and "sincere commitment" are to "bridge doctors and patients with professionalism and safeguard everyone's health."
"Quality service" serves as the primary management measure, a direct conduit, and a customer commitment to actualize the Company's "original intention."
The pursuit of "healthy ecology" and "technological innovation" serves as the implementation paths and technical guarantees to realize the Company's "original intention."
The concept of "green operation" represents the future, fostering a harmonious coexistence between humans and the environment. This approach allows the Company to proactively anticipate risks and opportunities, ensuring its sustainable development.

Sustainable Development Goals (3 years)		
Sustainable Development Issues	**Development Strategies**	**Goals**
Quality products and services	To represent the payment party and integrate the supply side to provide customers with the "most cost-effective" "professional, comprehensive, high-quality, and one-stop" healthcare services	1. To steadily improve the service standardization level year by year 2. To increase the percentage of services receiving service link monitoring system ("Eagle Eye" service monitoring) year by year 3. To complete 20 sessions of training and assessments on medical regulations and systems annually, and 5 sessions of training and assessments on drug related regulations and systems
Customer experience and responsible marketing	To put "people" first and serve users with "warmth" and "honesty"	1. To steadily increase the customer satisfaction, and by the end of 2026, to significantly decrease the ratio of customer complaint issues to order volume compared to the current situation 2. To achieve 100% coverage of employees in annual compliance marketing training
Sustainable supply chain/collaborative network	To build itself into a responsible platform provider, purchaser, and product provider, establish an industry-leading partner management system, and incorporate sustainable development principles into the supplier management system	To include sustainable development clauses (anti-bribery, etc.) in 100% supplier cooperation contracts

1. Sound System for Enhanced Governance

Sustainable Development Goals (3 years) (continued)		
Sustainable Development Issues	**Development Strategies**	**Goals**
Employee development and security	1. Fair, respectful, and diverse career development 2. Living and working in peace, reducing worries, and creating a "work-life" balance 3. Reasonable organizational structure and personnel allocation 4. To maintain the mental health of enterprise employees and create an inclusive environment	1. To maintain employee diversification, with female employees accounting for no less than 50% 2. To constantly conduct employee satisfaction and engagement surveys to maintain the upward trend in the results 3. To achieve an annual employee training coverage of 100% 4. To regularly review organizational structure and output organizational analysis reports, with continuous optimizations and adjustments to support business development 5. To regularly organize collective activities, encourage diversified employee club activities, and complete 20 employee club entertainment activities annually
Corporate governance	Scientific decision-making, improving transparency, and setting an example	1. To annually review governance institutions, mechanisms, and processes 2. To quarterly review the effectiveness of the risk management system 3. To reach an annual employee coverage rate of 100% in risk culture and compliance promotion and training
Information security and privacy protection	1. Compliant collection and use of data for providing a sense of security for data owners 2. Protection of data and avoidance of improper data leakage	1. To audit information security policies and systems annually 2. To reach an annual employee coverage rate of 100% in data security and privacy protection related training 3. To conduct 4 annual drills on emergency plans/schedules for information security incidents

1. Sound System for Enhanced Governance

Sustainable Development Goals (3 years) (continued)		
Sustainable Development Issues	**Development Strategies**	**Goals**
Business ethics	To uphold the moral values and adhere to "regulations+1"	1. Employee business ethics: To reach a 100% employee coverage in incorruptible culture and anti-corruption education for all employees, with 100% verification of incorruptible petition and reporting issues 2. Corporate business ethics: To achieve 100% compliance in anti-monopoly and fair trade
Development of medical technology	Medical technology drives high-quality development and improves user experience	1. To continuously improve intelligence empowered efficiency of the doctors 2. To steadily increase the digitalization rate of business and management
Practicing corporate social responsibility	1. To assist the implementation of the Healthy China 2030 Plan by the action to improve national health literacy 2. To assist in rural revitalization and medical ecological construction, adhere to medical and health public welfare, and actively contribute to society	To carry out no less than 15 sessions of various medical or health public welfare activities in total annually, with no less than 30 participants for each offline activity, and no less than 1,000 viewers for each session of online health science popularization activities
Green operation	To integrate the concept of green environmental protection into the Company's office operation management, continuously strengthen the systematic construction of environmental management, pay attention to the cultivation of employee behavior awareness, and comprehensively promote the implementation of the Company's green and low-carbon strategy	1. To continuously calculate and disclose operational carbon emissions, with a year-on-year decrease in total carbon emission indicators 2. To publicize among all employees every year any and all potential emergencies in the response to climate change, with an employee coverage rate of 100% 3. To promote the concept of waste management among employees, with an employee coverage rate of 100%

1. Sound System for Enhanced Governance

1.2.2 Communications with Stakeholders

The Company regards the concerns and demands of stakeholders as an important driving force for its ESG management. The Company establishes a robust communication mechanism with stakeholders, including government, investors, consumers, employees, and partners. It actively incorporates the opinions and suggestions of all stakeholders to ensure their effective participation. The Company maintains transparency in decisions and activities that impact society and the environment, striving to better meet the expectations and requirements of all stakeholders. In 2023, the Company held two performance presentations among investors, communicated with investors 358 times through emails and phone calls.

Stakeholders	Expectations and Requirements	Communications and Responses
Investors and shareholders	Sustainable profitability Standardized corporate governance Protection of rights and interests	Generating long-term income Improvement of internal control system Regular disclosure of information General meeting of stockholders
Government and regulatory authority	Compliance with national policies Fulfillment of tax obligations Strengthened political integrity Participation in regional co-construction	Operation in compliance with the law Tax payment on time Cooperation with government inspection Promotion of social employment
Community	Promotion of community development Protection of community environment	Launch of public welfare program Practice of green operations
Customers	Product health and safety Service quality Privacy and information security Business integrity	Improvement of quality control system Customer satisfaction survey and complaint handling Strengthened risk control Strengthened legal awareness
Employees	Protection of legal rights and interests Smooth career development Compensation and benefit guarantee Good working environment	Compliance with laws and regulations Construction of talent cultivation channels Improvement of salary and welfare system Conduction of employee satisfaction survey
Suppliers and partners	Open and fair Win-win cooperation Co-development	Standardized procurement process Improvement of communication mechanism Establishment of a long-term management model
Industry associations	Industry experience exchange Promotion of industry development	Participation in industry forums Enhanced R&D capabilities

1.2.3 ESG Issues of Materiality

Ping An Health takes stakeholder expectations and appeals as important considerations in formulating its ESG development strategy. In order to improve the pertinence and effectiveness of the Company's ESG development strategy in 2023, Ping An Health identified 24 material issues of importance to stakeholders. The exercise was based on the sustainability reporting standards of the Global Reporting Initiative (GRI), the standards of the Sustainability Accounting Standards Board (SASB) and other international mainstream report compilation standards and on the HKEX's *ESG Reporting Guide* combined with the Company's business-related industry standards and market concerns.

In 2023, the Company distributed survey questionnaires to various internal and external stakeholder groups through social media platforms, email and other mediums. Based on the issues and materiality assessment results reported by various stakeholders and the importance of each issue confirmed by the Sustainable Development Committee of the Company on sustainable development, the Company ranked the materiality of relevant issues and determined the materiality issue matrix. The priority of material issues has been reviewed and confirmed by the Board of Directors of Ping An Health in combination with the Company's strategy and business policy.

Materiality Matrix

Material issues of moderate importance

Material issues of high importance

Importance to Stakeholders

- Guaranteeing Product and Service Quality
- Anti-Monopoly and Anti-Unfair Competition
- Compliance Risk Management
- Protection of Customer Privacy and Information Security
- Responsible Marketing and Promotion
- ESG Management
- Employees' Rights and Welfare
- Equality and Diversity
- Inclusive Healthcare
- Employees Training and Development
- Facilitating Development of Medical Industry
- Occupational Health and Safety
- Protecting Intellectual Property
- Lawful Employment
- Technological Development and Innovation
- Stakeholders Engagement
- Customer Satisfaction and Complaints Handling
- Anti-Corruption and Integrity Building
- Sustainable Supply Chain
- Promotion of Sustainable Consumption
- Energy Consumption and Resource Utilization
- Charitable Action and Investment
- Waste Management
- Climate Change and Carbon Emission

Material issues of low importance

Importance to the Development of Ping An Health

● Environmental ● Social ● Governance

Environmental, Social and Governance Report
2. Improved Quality for Stable Development

Ping An Health focuses on empowering scientific and technological innovation. The Company is committed to building a comprehensive quality management system, streamlining customer communication mechanisms, ensuring information security, practicing responsible marketing, and enhancing customer satisfaction. These efforts aim to continuously infuse sustainable momentum into the Company's development.

2.1 Product and Service Innovation

The Company makes efforts to drive technological innovation in the industry. Through innovation and digitalization of products and services, the company is committed to offering customers better healthcare solutions, contributing to the improvement of brand influence.

2.1.1 Technological Innovation

Ping An Health focuses on technological innovation to provide personalized, one-stop, warm medical services for users in various scenarios. We are committed to developing artificial intelligence as the advancing technology to empower doctors with more knowledge and higher efficiency when providing medical and health services for patients, and thus increasing user satisfactory.

Technology empowering health check-ups
Ping An Health has developed intelligent interpretation capabilities to provide users with detailed report analysis. The health check-up reports can be integrated with medical knowledge graphs to form comprehensive interpretations, thus providing a one-stop visual health management service. The report accurately describes the changing trend of user health status, so that Ping An Health's family doctors can control the risk of the potential diseases and forecast their development.

Technology empowering chronic diseases
Ping An Health provides users with customized chronic disease management solutions to help them develop healthy habits and reduce the risk of diseases deterioration. Through the accurate identification of photos, the efficiency of the health manager's work in meal health assessment has been significantly improved.

2. Improved Quality for Stable Development

Innovative Medical Solutions

Ping An Health collaborates with both internal and external partners to innovate digital products and services, leveraging its fully integrated platform resources, industry expertise, and digital strengths.

One-stop corporate health management solution

Ping An Health has revamped its employee health management product system to cater to the specific needs of enterprises. The objective is to offer more flexible and comprehensive employee health management solutions. Introducing the "Enterprise EZHealth" health management product portfolio, the Company has established two solutions with "Health Checkup+" and "Health Management+" as the cornerstone. These solutions aim to provide personalized health services in a butler-style approach to employees before, during and after medical checkup, and achieve a closed-loop health management system encompassing "health detection, risk management" to "health intervention, medication, and medical treatment," ultimately assisting employees in enhancing their overall health status. During the reporting period, Ping An Health underwent a comprehensive upgrade of its health check-up business to Version 2.0. It introduced five value-added services through differentiated enhancements, showcasing its overall competitive edge. Furthermore, to address the challenges of fragmented enterprise health management and employees' poor experience in health management and medical treatment, Ping An Health has introduced an integrated enterprise health management platform. This initiative allows enterprises to access a comprehensive health management system, enables employees to maintain individual health records, and eliminates the fragmentation in enterprise health management.

Enterprise health check-up program customization	The Health Check-up Research Institute works with internal and external experts to customize the personalized group health checkup program
Corporate health officer	Delivering consulting services and professional analysis on a one-on-one basis, following a "1 doctor for 1 enterprise" model
Corporate health dashboard	Health data visualization, group health check-up services management, full analysis of health status, enabling enterprises to manage efficiently
Group health check-up for enterprise	Multi-dimensional professional analysis, providing enterprises with argumentative health management recommendations
Ping An Health Family Doctor 1V1	Online real-time professional guidance, on call for any health problem after examination

Upgrade to "Enterprise EZHealth" 2.0

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2. Improved Quality for Stable Development

Health profiles

Ping An Health continues to enrich the dimension of user's health profiles to achieve differentiated and customized service experience. In 2023, Ping An Health comprehensively upgraded its health profiles to provide users with professional guidance, implement front-end to back-end full-process coverage of healthcare services, which run through the entire chain of healthcare services from online to offline.

Performing targeted risk assessments, analyzing anomalies, aligning online medical resources, recommending offline options, and addressing users' quick consultation needs	Establishing a user-centric disease labeling system, empowering family doctors to oversee specific patient groups with a focus on managing indicators, interpreting results, and formulating tailored programs	Implementing encrypted display of user information on both the client and doctor's workbench	Users can upgrade health records on their end, including multi-dimensional health data. Through the health file, users can access online consultation records, prescriptions, medication details, and other relevant information	Doctors can access comprehensive user health data, including physical signs, indicators, medical history, allergies, and family history, via the doctor's workbench, to enhance consultation efficiency

Upgrade of health profiles

2. Improved Quality for Stable Development

Serum glucose control software and hardware integration services
Ping An Health utilizes dynamic Serum glucose meters to achieve real-time monitoring of Serum glucose indicators, and provides users with in-depth blood sugar management guidance and lifestyle habits training through online, community, telephone follow-up and other ways, in order to improve the performance of users' blood glucose indicators. Combined with the medical management approach of shaping lifestyle based on the online APP management tool and the corporate WeChat community sugar control boot camp, the services would have a long term effect on the users' control and improvement of serum glucose.

Ping An Health collaborated with Huawei Sports Health to accelerate construction of Digital Intelligent Health Management Ecosystem
Ping An Health and Huawei Sports Health APP jointly launched the "Privilege Guardian Service" focusing on online health management. Through the accurate sports health data monitoring capabilities of Huawei smart wearable devices and Ping An Health's health services, users are provided with efficient and professional 7*24 hours of Ping An Health family doctor services and convenient offline medical services, and a more intelligent and professional wrist health management experience will be created.   Collaboration of Ping An Health and Huawei Sports Health services

2.1.2 Intellectual Property Protection

Good intellectual property protection mechanism is the foundation for the Company to realize scientific and technological innovation. Ping An Health puts independent innovation and intellectual property rights at the core of enterprise development. The Company strictly abides by the *Copyright Law of the People's Republic of China,* the *Patent Law of the People's Republic of China* and other laws and regulations, attaches great importance to the protection and management of intellectual property rights, and has established a highly efficient control system for its intellectual property rights. Ping An Health has formulated rules and regulations including the *Intellectual Property Management System, Patent Management Rules, Copyright Management Rules, Trademark Management Rules, Patent Reward Management Rules, Business Secret Protection Management Measures*, and *Brand Authorization Management Rules*, to systematically manage and maintain intellectual property rights such as trademarks, patents, copyrights and trade secrets.

2. Improved Quality for Stable Development

During the reporting period, Ping An Health established a Technical Framework Management Committee, with the Chief Technology Officer serving as the director of the Committee, the head of the technical center serving as the general secretary of the Committee, and the relevant heads of technology research and development of each business line serving as the members of the Committee. The main responsibilities of the Technology Framework Management Committee include planning and reviewing the Company's technology framework, evaluating and reviewing the systems and processes related to technology application, assessing the introduction of new technologies and managing the technology routes, so as to provide support for the Company's technology patent application. In addition, with respect to the patent progress tracking and reporting mechanism, the Company has set up a strict patent project access and approval process to track the progress of application projects in a timely manner.

To further promote the innovation spirit of our employees, we have set up a series of incentives and rewards for patent applications, and issued corresponding bonuses and rewards to those who have obtained the acceptance and authorization of invention patents, utility model patents, and design patents, which encouraged our employees to apply for patents. During the reporting period, the Company applied for a total of 368 patents, meeting the annual patent technology target.

We also pay attention to the improvement of intellectual property awareness and management ability of our employees, and constantly strengthen intellectual property related publicity and training. During the reporting period, we coordinated internal and external training resources to carry out a series of specific intellectual property training activities for employees of all business lines, covering daily issues of intellectual property management and special case studies. During the reporting period, the Company has conducted a total of 15 intellectual property-related employee trainings and 6 intellectual property compliance campaigns which covers all employees by email.

Key Performance	
Number of domestic patent applications in 2023	368
Number of patents granted in 2023	208
Number of trademarks approved in 2023	47
Intellectual property training/campaign in 2023	21 times

2.2 Product Quality and Safety

High-quality products and services form the cornerstone of the Company. Upholding the principle of quality first and the service concept of professionalism and science, Ping An Health is committed to providing users with high-quality healthcare products and services.

Ping An Health strictly abides by the *Law on Doctors of the People's Republic of China, the Medical Product Administration Law of the People's Republic of China,* the *Rules for the Supervision and Regulation of Internet Diagnosis and Treatment (Trial),* the *Good Supply Practice for Pharmaceutical Products*, the *Measures for the Supervision and Regulation of Internet Sales of Pharmaceuticals* and the *Measures for the Administration of the Internet Sales of Medical Devices*. We have formulated the *Pharmaceutical Quality and Safety Management Measures of Ping An Health (2023 Edition)* as the highest policy of medical quality and safety management at the corporate level, which clearly defines the quality and safety management of internet diagnosis and treatment, the platforms for the online sale of pharmaceuticals, the offline healthcare institutions, the self-operated pharmacies, and the suppliers of pharmaceutical services, and fully implements the duties of the business divisions as the first body responsible for the management of the quality and safety of pharmaceuticals.

Certificate for ISO 9001 quality management system certification

The Company has established the Pharmaceutical Quality and Safety Management Committee, which convenes biannual meetings. Additionally, it has formed the Medical Quality and Safety Management Task Force and the Drug Quality and Safety Management Task Force, conducting quarterly meetings to reinforce quality management reporting and supervisory mechanisms. Furthermore, we continuously enhance the healthcare service monitoring system and have set 188 indicators for pharmaceutical quality and safety management, covering areas such as online consultations, online drug sales, and offline institution management. We have established systematic management mechanisms for prescription quality and handling complaints and disputes in online consultations, continually strengthening the quality management of healthcare services.

The Company obtained the ISO 9001 quality management system certification for health medical related services and online mall services. The certification applies to 100% of the Company's business operations.

2. Improved Quality for Stable Development

2.2.1 Medical Service Quality Assurance

In respect of Internet diagnosis and treatment, Ping An Health revised 21 management systems related to online diagnosis and treatment services, including the *Internet Hospital Diagnosis and Treatment Management Standards, Internet Hospital Medical Record Management System, Internet Hospital First Diagnosis and Responsibility System, Internet Hospital Referral Management System* and other relevant management systems. In addition, Ping An Health established the *2023 Red and Black List Mechanism for Specialized Medical Services*, conducted weekly spot checks and public announcements of consultation cases and used it as a reference at the end of the month for rewards and penalties of the performance group, so as to enhance the experience of medical services and put an end to non-compliance phenomena such as over-marketing and over-pushing of medicines. The scoring system is checked by doctors, department directors and medical service teams at various levels, making the doctor consultation process and electronic writing more standardized and systematic, effectively improving the quality of medical services, and protecting the health rights and interests of users.

Release of *Pharmaceutical Compliance Guidelines*
In September 2023, based on the current situation of our pharmaceutical business, Ping An Health issued the *Pharmaceutical Compliance Guidelines*, which included the management principles and compliance review points of pharmaceutics related services and products, pharmaceutics related business process design, pharmaceutics related publicity materials and other matters, and clarified the qualification requirements of medical institutions, medical personnel and medical services, with an aim to ensure the legality and compliance of our pharmaceutical business.

Medication Risk Control

Ping An Health pays constant attention to the national compliance requirements on drug management, continuously strengthens the risk control of medication, and guarantees the rationality and safety of patients' drug use through scientific and technological means.

Prescription risk control system	Prescription sampling mechanism
Ping An Health has set up a prescription risk control system, which enables early warning or operational control of doctors for non-compliance in the prescription submission process, and the relevant early warning information will also be synchronized to the prescribing pharmacist. Risk control rules include, but are not limited to, overdosing, contraindications to drug compounding, and contraindications to the use of drugs in special populations. The risk control rules are centrally maintained by the Company and currently cover the majority of the jointly established Internet hospitals.	Offline partner hospitals conduct random checks on Internet hospital prescriptions according to their own management needs based on the *Internet Hospital Prescription Review Management System*, with the main scope of checking being the rational use of medication and extraordinary prescribing issues.

2. Improved Quality for Stable Development

Case

Specialized training on medication safety and medical liability

Ping An Health organizes monthly training on rules and regulations related to medication safety and medical liability. The training was pushed out to all staff through the Zhiniao platform, covering all specialty departments and all frontline medical staff.

In March and October 2023, Ping An Health's frontline medical staff participated in the training organized by Chengdu Hi-Tech District Medical Association and Shanghai Xuhui District Medical Association on the knowledge of clinical application of antimicrobial drugs and standardized management respectively.

On September 27, 2023, Ping An Health comprehensively summarized the major adverse drug reaction cases and completed the special training and advocacy, with training participation rate exceeding 85%.

2. Improved Quality for Stable Development

Quality Culture Construction

To continuously improve the quality assurance ability of the team and promote the quality awareness of all staff, Ping An Health empowers the staff to improve their knowledge of quality control by actively organizing quality-related activities and carrying out quality trainings in each department, further strengthening the quality awareness of all the staff, and creating a quality culture in which everyone pays attention to quality and pursues quality. As of the end of the reporting period, Ping An Health's medical service quality training has covered 100% employees.

Case

Ping An Health's Medical Quality Improvement Campaign

During the reporting period, to further improve the quality of medical services, and create a medical quality control culture with full participation, Ping An Health organized the second session of the Medical Quality Improvement Campaign, which covered a number of business sections such as online diagnosis and treatment, offline healthcare institutions, offline pharmaceutical companies, and supplier management. The subject matter experts of each project analyzed and discussed the medical quality problems encountered in the course of the Company's actual business, and explored the corresponding solutions. The event lasted a total of seven months from the declaration of the theme to the release of the results. After layers of selection, coaching, project defense and other links, 12 projects were finally shortlisted for the finals, and the topic declared by the pediatrics department of the online diagnosis and treatment business came out on top.

Case

Specialized training for Ping An Health's family doctors

Since 2023, Ping An Health's family doctor team has conducted a total of more than 75 special training sessions, covering medical professional improvement, medication and diagnosis and treatment standardization, operation standardization, doctor's communication skills and other professional and service training.

2. Improved Quality for Stable Development

2.2.2 Product Quality Assurance

Quality Control of Online Sales Platform

Ping An Health runs quality control throughout the process of product distribution. We have established a comprehensive product lifecycle management process, and realized all-round quality management from product evaluation to product removal from the shelves.

Product evaluation	Product compliance risk management before launching
Configuration and launch	Centralized management of licensing rights, dual control of risks through initial review and re-review
Product review	Established the product actual compliance tracking after the launch, focusing on product risk control
Physical card	Physical card provisioning management to control physical card inventory loss risk
Product removal from shelves	To improve the removal and review process, and control the removal risk

Product Lifecycle Management

In terms of platform compliance monitoring, Ping An Health is dedicated to regulating the behavior of online sale of pharmaceuticals, strengthen the management of platforms and self-owned merchants, and ensure that information about the pharmaceuticals for sale is true and accurate. In 2023, Ping An Health revised the *Rules for the Management of Merchants in Ping An Health Mall* to implement stricter control and punishment measures for merchants' off-site transactions and the issuance of wrong goods. To ensure the legitimate qualifications of merchants and the regular and reliable sources of goods, Ping An Health carries out a multi-dimensional audit of merchants on the platform, including qualification audit, quality sampling inspection, third-party testing and publicity content audit, in order to fully guarantee the quality of products and services in the mall.

2. Improved Quality for Stable Development

Qualification audit

• Merchants are required to provide business licenses, industry business documents and other certificates to prove that the goods have a proper source.

• A third-party qualification verification organization is introduced to verify the authenticity of the qualification materials provided by the merchants, and reject the qualification materials that are verified to be untrue, so as to ensure that the merchants are operating within the legitimate business scope and that the goods are genuine.

Quality sampling inspection

• The Company will purchase a number of mall products as an anonymous customer every two months, record the unpacking process, take photos to record the style of the goods drawn, and verify the quality standards of the received goods after receiving the goods, including but not limited to Chinese product name, production factory name, production site, product inspection certificate, production date or expiration date.

• The unqualified goods will be marked for violation and publicized in the merchant background.

Third party testing

• For the goods with no problems found in the quality sampling process but many user complaints, they will be sent to third-party testing institutions for product quality testing.

Publicity content audit

• Using a combination of system and manual approach to merchant publicity content control, the publicity content is checked at three nodes: new product review, update scanning, and manual spot checking.

• When merchants upload and update product descriptions, banned words and high-risk words will be scanned and prompted; for commodities on the shelves, strictly monitored commodities will be manually spot-checked, and those found to be in violation of the law will be marked as violation and taken off the shelves.

Product Quality Assurance

Product Recall

Ping An Health formulated the *Drug Recall Management System* in accordance with the *Drug Administration Law of the People's Republic of China* and the *Product Quality Law of the People's Republic of China* to clarify the product recall process and ensure that the whole process of drug recall is timely, compliant and traceable. Ping An Health divides drug recall procedures into three levels according to the severity of drug safety hazards.

2. Improved Quality for Stable Development

Level 3 recall

• The use of this drug generally does not cause health hazards, but it needs to be withdrawn for other reasons

Level 2 recall

• Use of the drug may cause temporary or reversible health hazards

Level 1 recall

• Use of the drug may cause serious health hazards
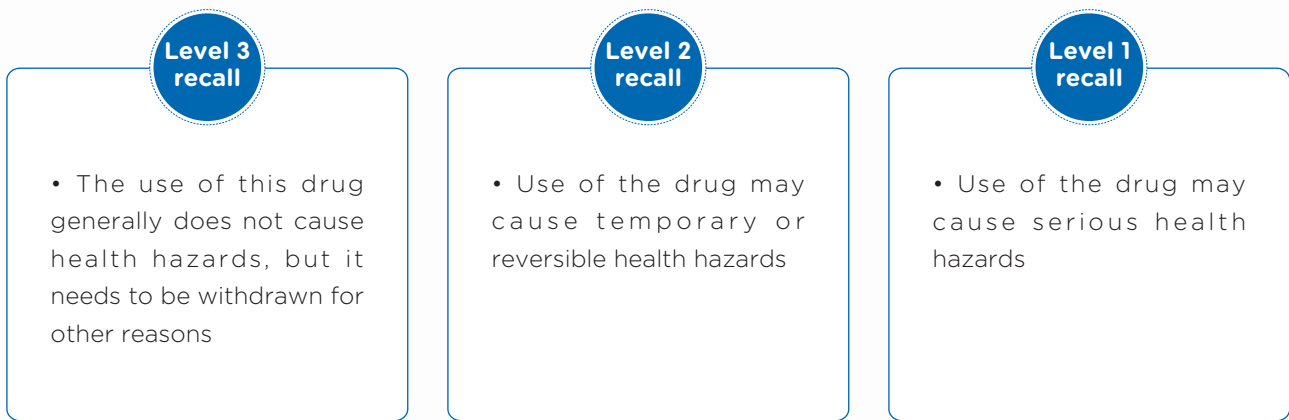
Hierarchical Drug Recall System

Ping An Health actively assists the marketing authorization holders in the investigation and evaluation of marketed drugs with quality problems or other safety hazards, and assists in fulfilling the recall obligation.

During the reporting period, Ping An Health did not experience any product recalls.

The Drug and Equipment Business Department checks the notice of unqualified drugs issued by the NMPA to ensure the effective discovery and identification of drug that needs to be recalled

We will promptly notify the upstream suppliers or the marketing authorization holders of any hidden danger found in the course of operation, stop the sales immediately, and report the real situation to the local drug supervision and management authorities if necessary.

Upon receipt of drug recall information from the marketing authorization holders of the drug, we will actively cooperate with the holder in fulfilling the recall obligation, convey and feedback the drug recall information in a timely manner in accordance with the recall plan, and control and retrieve the drugs with quality problems or other potential safety hazards.

Drug Recall Process

2. Improved Quality for Stable Development

2.3 Information Security and Privacy Protection

Ensuring data security and customer privacy is the core competitiveness of Ping An Health for sound development. Ping An Health strictly abides by laws and regulations such as the *Cybersecurity Law of the People's Republic of China*, *the Data Security Law and the Personal Information Protection Law* as well as other laws and regulations, improving and revising relevant systems and policies on information security, data security and personal information protection applicable to all business operations and branch companies/subsidiaries, to strengthen the control through institutional standardization.

In terms of information security, we have formulated the *Information Security and Data Security Management Policy Statement*. In terms of privacy protection, the *Member Privacy Policy of Ping An Health* effectively protects users from exercising their rights including access, rectification and deletion of individuals' data.

2.3.1 Systematic Management

Information Security Management System

Ping An Health has established a top-down information security management structure, with the Information Security and Data Security Management Committee reporting to the Audit and Risk Management Committee to ensure the effective implementation of information security and privacy management.

Board-level Committee	Audit and Risk Management Committee
Executive Committee	Information Security and Data Security Management Committee
Executive Department	Information Security Department / Legal and Compliance Department
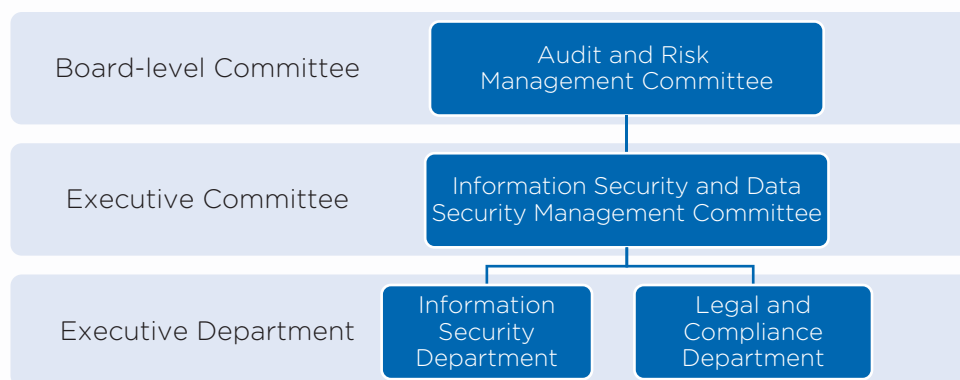
Information Security and Privacy Management System of Ping An Health

2. Improved Quality for Stable Development

Ping An Health attaches great importance to and adheres to the bottom line of data security in accordance with the relevant principles of data protection, and made the following commitments:

Data minimization	stores users' personal information only for the shortest period necessary for the purpose of providing products and services. After the necessary period of time, the user's personal information will be deleted or anonymized.
Third party data processing	promises that the Company will not actively collect users' personal information from third parties, except when required by law. The Company and its partners are also under a duty of confidentiality and will not rent, sell, or provide personal data to third parties for purposes other than completing transactions/services.
Compliance with laws and regulations	ensures that data collection conforms the laws and regulations, rules, and regulatory requirements.
Clear responsibility	determines the responsibilities, obligations and rights of parties related to data collection.
Active willingness	users should actively agree to the authorization for collection prior to information collection.
Inform before collection	information collection is only allowed after obtaining users' consent.

Management System Certification

While continuously improving our own information security and privacy protection construction, we actively carry out the audit and certification of information security and personal information protection related systems. During the reporting period, Ping An Health carried out and obtained ISO/IEC 27001: 2013 information security management system certification, ISO/IEC 27701: 2019 privacy information management system certification, ISO 27799: 2016 personal healthcare information security management system certification, TLC030-2021 certificate for data security management capability of the Ministry of Industry and Information Technology, and the Health and Medical Big Data Trustworthy Selection and Evaluation Certificate of China Academy of Information and Communications Technology (CAICT). The scope of ISO/IEC 27001:2013, ISO/IEC 27701:2019, and ISO 27799 certificates covers information security management activities of the Company's health medical related services and the online mall services, and the certifications have covered 100% of its business.

2. Improved Quality for Stable Development

Information Security Management System Certification

Information Security Audit

The Company regularly conducts internal audits related to information security and requires external independent audits to be conducted at least once a year to ensure the effectiveness of information security policies and management systems. During the reporting period, we conducted three external independent audits including the network security level protection assessment of the Company's information security policy and core business system by the Shanghai Information Security Testing Evaluation and Certification Center, the review of the Company's information security management system and privacy information management system by DNV and the Company's data security management system passed the audit of the CAICT and TL Certification Center.
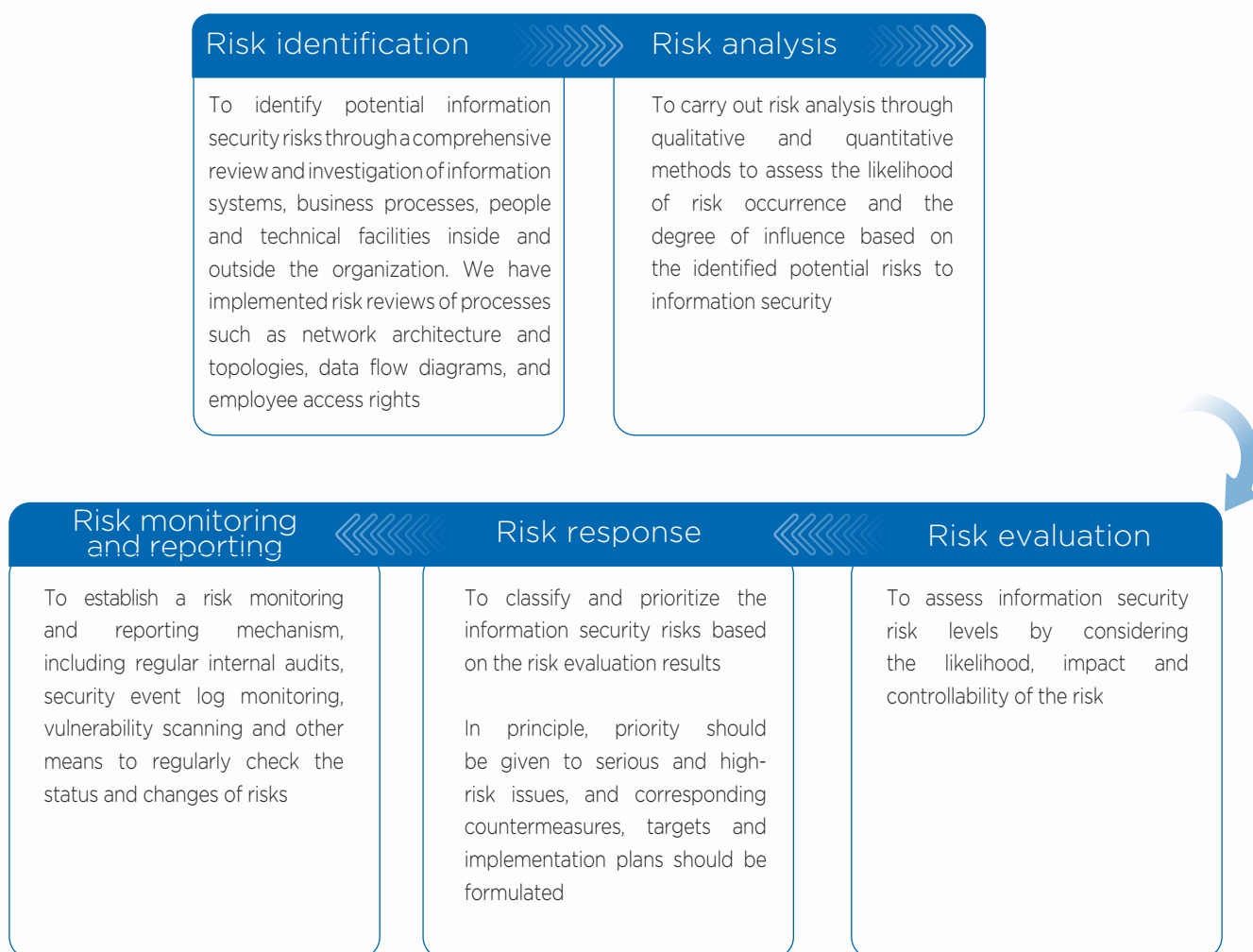
During the reporting period, Ping An Health conducted three internal audits to assess all aspects of the management systems and technical requirements involved in data security and privacy management, to reduce information security-related risks.

2.3.2 Full-process Protection

To create a safe and high-quality user experience, Ping An Health continuously improves the process of collecting and using user information, and continuously strengthens information security and privacy data control in terms of information security protection in the whole chain of operation, user privacy protection actions, and information security management review of external partners.

Whole Operation Chain Information Security Protection

Ping An Health continuously promotes safety technology improvement, and carries out data breach response and incident response initiatives through both proactive and reactive measures. In terms of information security risk management, the Company has formulated the *Emergency Management Measures for Information Security Incidents,* the *Emergency Response Norms for Data Security Incidents,* the *Emergency Plan Process for Personal Information Leakage Incidents* to clarify the security risk incident management strategy, and has continuously adjusted and improved the information security risk management process in accordance with the actual situation and the latest threat trends.

Risk identification	Risk analysis
To identify potential information security risks through a comprehensive review and investigation of information systems, business processes, people and technical facilities inside and outside the organization. We have implemented risk reviews of processes such as network architecture and topologies, data flow diagrams, and employee access rights	To carry out risk analysis through qualitative and quantitative methods to assess the likelihood of risk occurrence and the degree of influence based on the identified potential risks to information security

Risk monitoring and reporting	Risk response	Risk evaluation
To establish a risk monitoring and reporting mechanism, including regular internal audits, security event log monitoring, vulnerability scanning and other means to regularly check the status and changes of risks	To classify and prioritize the information security risks based on the risk evaluation results In principle, priority should be given to serious and high-risk issues, and corresponding countermeasures, targets and implementation plans should be formulated	To assess information security risk levels by considering the likelihood, impact and controllability of the risk

Information Security Risk Management Process

2. Improved Quality for Stable Development

In terms of data breach prevention, we take a number of measures to protect the Company's data from potential technical failures, artificially malicious technological attacks, and effectively prevent, respond to and mitigate the risks of data breaches and losses.

Precautions for Data Breach

Security vulnerability scanning and remediation:	Regularly conduct security vulnerability scanning and penetration testing to discover and timely repair potential vulnerabilities and weaknesses in the system
Threat intelligence alert:	Develop network security products based on XDR (Extended Detection and Response) technology to monitor, detect and identify all types of threat events in real time
Security firewall and intrusion detection system deployment:	Monitor network traffic and detect and block potential attacks and malicious behaviors in a timely manner to protect systems from unauthorized access and attacks

Data Encryption

Encryption of sensitive data:	Protect the security and confidentiality of data during transmission and storage with secure transmission protocols, such as SSL/TLS

Regular Data Backup

Data backup and disaster recovery:	Regularly back up important data to quickly recover data and system functionality in the event of data loss or system failure, reducing the impact of information risks

Prevention Measures against Data Breach and Loss

In 2023, the Company conducted its first national-level network protection combat exercise, aiming to effectively defend against the threat of external targeted attacks on the Company. During the network protection period, the security system of Ping An Health automatically blocked 200,000 attacks per day on average, manually blocked more than 200 attack source IP addresses, and triggered five phishing email warnings. Based on manual evaluation and analysis, we took immediate action to respond and notify the blocking of malicious emails.

In terms of emergency handling of information security incidents, we have standardized emergency response to different incidents, formulated specific emergency response plans for different types of security incidents, and made reasonable adjustments and updates to the emergency plans in time through regular drills and plan reviews. In 2023, Ping An Health carried out eight information security emergency response drills, including major customer complaints, regulatory accountability penalties, ransomware attacks, firewall failures, email phishing, account abnormality, data breaches, and DDoS attacks.

During the reporting period, Ping An Health did not have any information security-related incidents.

2. Improved Quality for Stable Development

User Privacy Protection Action

Ping An Health constantly carries out special actions for privacy protection within the Company to strengthen user personal information and privacy protection control in compliance management, data management and facility management. The Company has acquired the technical capability of encrypting and storing sensitive data, and has taken the initiative of categorizing and marking sensitive data, in order to perform better management and protection of the data in question, and prevent the leakage of sensitive data in the process of data collection and application access. And we have established a Data Audit Center to monitor data access and operations, to detect abnormal behavior and potential privacy leakage risks in a timely manner, and identify and respond to potential threats at early stage.
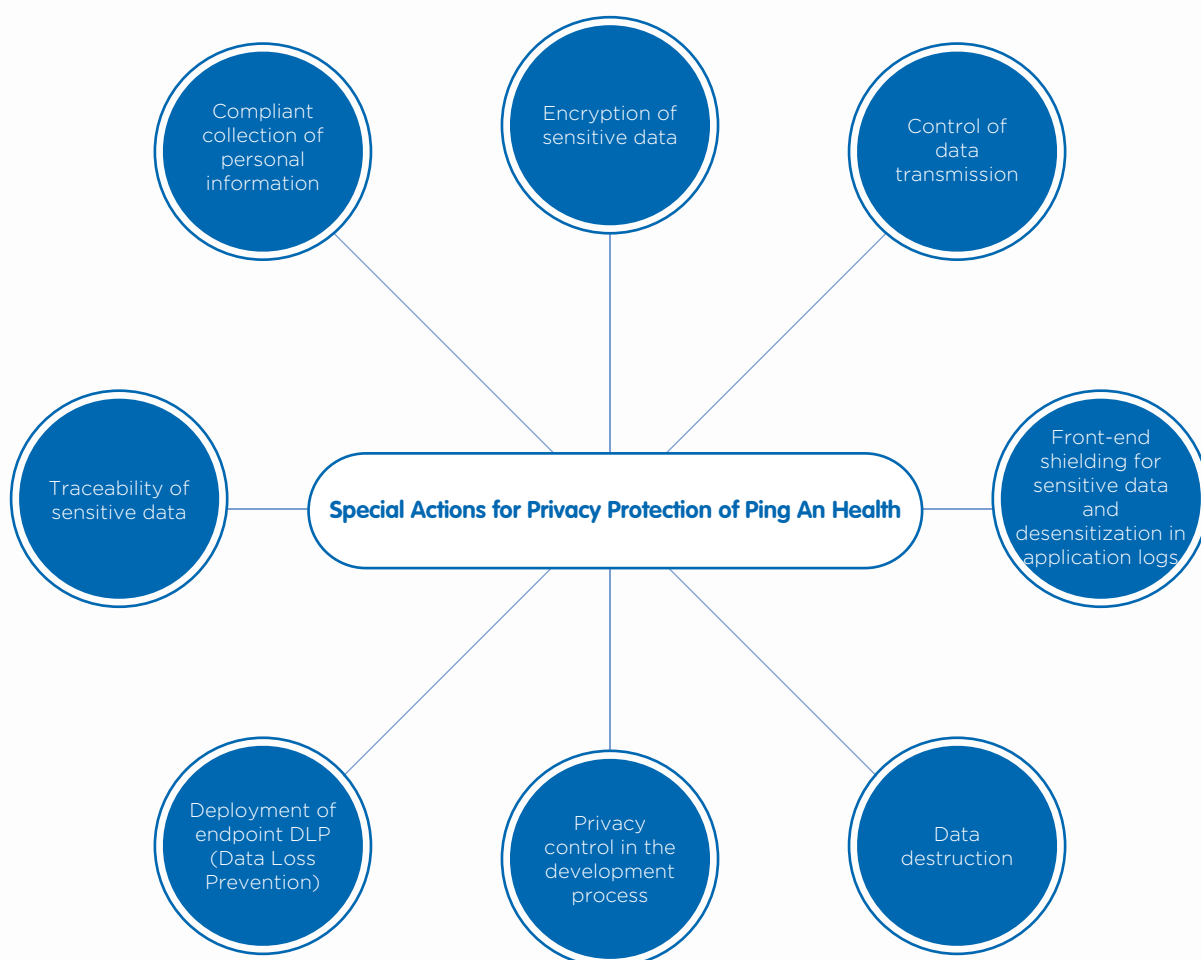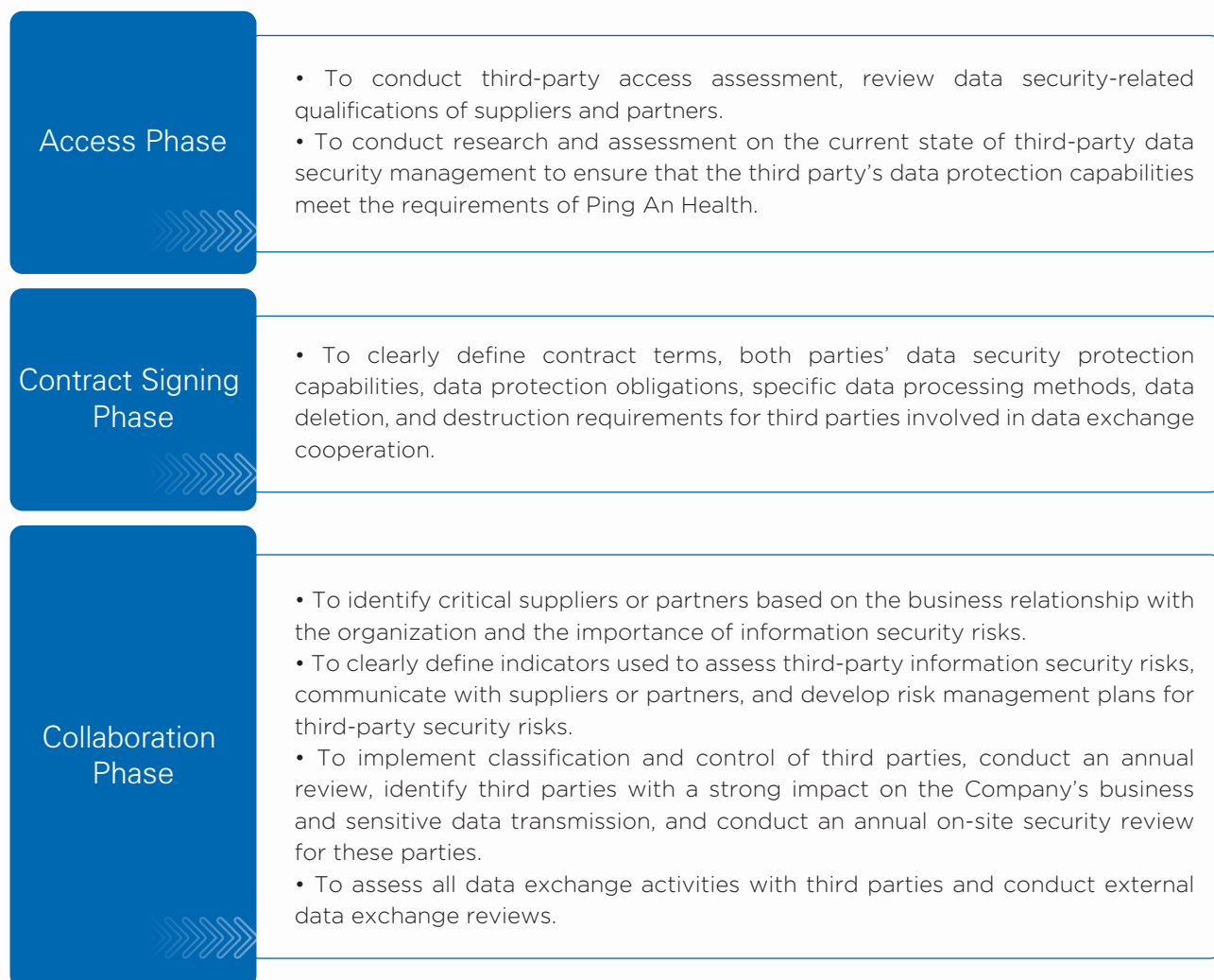

In addition, the Company strictly protects the user data stored in the course of our operations, and avoids the theft and leakage of user information by adopting a series of management initiatives such as classification and grading of user data, control of data permissions, and assessment of the impact of personal information. We have established a strict access control mechanism, allowing only data managers with relevant permissions to access customer information in accordance with the principle of authority minimization, and leaving data marks on the access process to ensure that only authorized personnel can access sensitive data, and clearly requiring that no person is allowed to carry out the entire business transaction or operating procedure alone. We also use technical means such as identity verification and multi-factor authentication to ensure that access rights are tightly controlled and that permission settings are regularly reviewed and updated.

During the reporting period, Ping An Health did not have any data and customer privacy leakage incidents.

2. Improved Quality for Stable Development

Information Security Management Review of External Partners

It is critical to safeguard that suppliers and partners are fully compliant in terms of information security and privacy. Ping An Health carries out information security risk assessments on suppliers and partners, and conducts full-process audits from the dimensions of supplier introduction, contract signing, sampling audits and security audits, with audit requirements covering all suppliers and business partners.

Access Phase	• To conduct third-party access assessment, review data security-related qualifications of suppliers and partners. • To conduct research and assessment on the current state of third-party data security management to ensure that the third party's data protection capabilities meet the requirements of Ping An Health.
Contract Signing Phase	• To clearly define contract terms, both parties' data security protection capabilities, data protection obligations, specific data processing methods, data deletion, and destruction requirements for third parties involved in data exchange cooperation.
Collaboration Phase	• To identify critical suppliers or partners based on the business relationship with the organization and the importance of information security risks. • To clearly define indicators used to assess third-party information security risks, communicate with suppliers or partners, and develop risk management plans for third-party security risks. • To implement classification and control of third parties, conduct an annual review, identify third parties with a strong impact on the Company's business and sensitive data transmission, and conduct an annual on-site security review for these parties. • To assess all data exchange activities with third parties and conduct external data exchange reviews.

Information Security Risk Assessment Process for Third Parties (Suppliers and Partners)

Ping An Health regularly carries out special audits for privacy data protection every year to fully understand the status and capability of network and data security management of important suppliers during the cooperation period. The Company puts forward relevant rectification suggestions, maintains regular communication with suppliers and partners, and develops emergency response plans to clarify the emergency response incident process and division of responsibilities, to ensure timely communication and handle potential information security incidents or risks.

2.3.3 Regular Training

In 2023, for the purpose of enhancing employees' awareness of information security, Ping An Health provided a variety of information security-related training for all employees, including new employee orientation training, special post training, etc., in order to impart information security expertise based on daily office and business scenarios. We regularly carried out online information security awareness assessment, covering employees' daily office security, physical environment security, personal information protection, and information security laws and regulations. During the reporting period, the completion rate of the information security awareness test for all employees reached 100%.

Information Security Strengthening Month of Ping An Health
In 2023, Ping An Health launched the Information Security Strengthening Month with the theme of "There is a way to be safe; act only after you know it is safe." to promote annual information security knowledge and centralized assessment of various trainings through activities such as Zhiniao online course learning and participation in security public accounts. This comprehensive effort aimed to educate and assess all employees, including contractors.

Key Performance	
Scope of the Company's business covered by ISO/IEC 27001: 2013, ISO/IEC 27701:2019, and ISO 27799: 2016 certifications	100%
External audit frequency of information security policy and system	3 times/year
Completion rate of information security awareness assessment of all employees	100%
Number of safety awareness e-mail promotion campaigns for all employees	23 times
Number of offline safety briefings for newcomers	2 times
Zhiniao online safety awareness courses	7 times
Number of post information security training sessions	10 times

2.4 Responsible Marketing

Ping An Health rigorously governs its marketing conduct, subjecting external marketing initiatives to strict compliance scrutiny. We maintain a genuine and transparent approach, taking responsibility for each end user.

2.4.1 Responsible Marketing Review

Ping An Health strictly abides by the *Anti-Unfair Competition Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, the *Advertising Law of the People's Republic of China*, the *Interim Measures for the Administration of Internet Advertising* and other laws and regulations. We have formulated and updated the internal policies and systems such as the *Brand Management Measures (2023 Edition)*, the *Marketing and Brand Project Management Measures (2023 Edition)* and the *Self-Assessment Guidelines of Business and Product Promotional Materials* to regulate marketing behaviors, ensure brand promotion compliance, and avoid false and misleading publicity. During the review and release stages of marketing and promotional content, the Company's Marketing and PR, Legal and Compliance department, and User Experience Design ("UED") related departments or offices jointly provide professional opinions on content compliance to ensure responsible advertising and marketing.

2. Improved Quality for Stable Development

For the Company's strategy and major business promotion contents, Ping An Health has formulated the *News Spokesperson and External Publicity Press Release Management System* and other systems to strictly regulate the information release procedure and establish a standardized news management mechanism. Business and product promotional materials will be managed in a full-process management manner before, during and after the event, so as to achieve pre-planning, in-process review and post-event review, and ensure consistency in the external communication of the brand.

Pre-planning

Each business unit needs to confirm the topic planning and communication channels in advance to the marketing PR department after the approval of the marketing project.

In-process review

Initial review: The head of the department to which the business operator belongs is responsible for reviewing the accuracy of the content of the business promotion.
Re-review: To be reviewed by the Marketing and PR, Legal Compliance, and UED related departments or offices for their respective sections of responsibility
Creativity review: To review the copyright of the elements in the design and the standardization of the use of the Company's logo.

Post-event review

Project acceptance and approval: To complete acceptance or closure report against the requirements of the project once the project has been completed, and apply for acceptance or closure through the brand marketing management system upon the completion of the project
Unscheduled review: In principle, business departments should set up quarterly electronic files for external publicity materials, and the Marketing PR Department will conduct random checks and reviews of business departments' external publicity materials from time to time.

Responsible Marketing Review Process

2.4.2 Responsible Marketing Training

To further raise the awareness of marketing-related personnel on compliance marketing, Ping An Health also actively carried out campaigns and training activities to promote responsible marketing, and implemented the concept of responsible marketing into the Company's daily operation process. During the reporting period, Ping An Health conducted responsible marketing training for all employees, of which the average training hours per salesperson was approximately 39 hours.

The sales team of Ping An Health conducts weekly service quality-related training for account managers through on-site and remote training, which includes product introductions and specifications for promotional speech, to avoid the occurrence of false promotions and misleading statements. During the reporting period, the Brand Marketing team conducted monthly meetings to provide specialized guidance on brand promotion standards for personnel in various business lines and collaborated with business lines and medical institutions to carry out diverse responsible marketing advocacy training. The Legal Compliance Department issued the *Guidelines for Legal Audit and Self-assessment of Business and Product Promotional Materials* in conjunction with the new Advertising Law, and launched seven specialized training sessions in conjunction with the various business and product scenarios to promulgate the compliance norms of the promotional materials.

2. Improved Quality for Stable Development

Promotion of Internal Control Week: Typical cases for consumer rights protection and medical supplies violations and compliance tips
During the reporting period, the Legal Compliance department of Ping An Health selected online consumer dispute cases issued by the Supreme People's Court and local courts and typical cases of medical supplies violations issued by the State Administration for Market Supervision to publicize compliance tips to all employees, so as to improve the protection of consumers' rights and interests and promptly and effectively prevent potential risks of marketing activities.
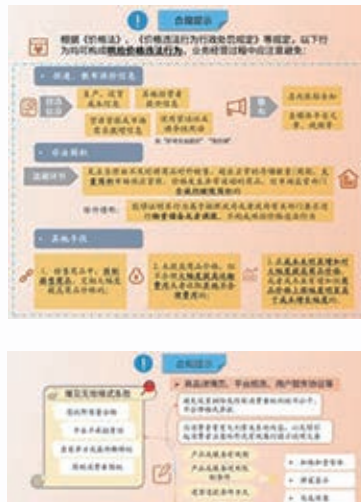
Key Performance	
Coverage of responsible marketing training	100%

2. Improved Quality for Stable Development

2.5 Customer Services

Upholding the user-oriented concept, Ping An Health constantly advances better services, continues to clear user communication and feedback channels, and is committed to providing customers with high-quality and satisfactory services to promote a highly satisfactory customer experience.

2.5.1 Customer Complaint Handling Process

Ping An Health has formulated internal policies and systems such as the *Handling Measures for Major Abnormal Events on the Client Side*, the *Management Measures for Handling Customer Complaints*, the *Work Order Management System*, the *Management Measures for Handling Customer Complaint Work Orders* and the *Management Measures for Rapid Payment of Customer Complaints*, ensuring that the processing of work orders and customer complaints have laws to follow and evidence to rely on, thus providing comprehensive protection for the processing of work orders and customer complaints.

Based on the urgency and importance of customer complaints, we have set up customer service teams for different customer groups, adopted a layered strategy of configuring services for incoming calls, and divided the work to complete the customer service according to the ID tag identification results of customers when they make calls.

| Receiving call and response | » | Internal coordination | » | Feedback verification | » | Call-back and closure |

Service Process of Customer Service Team

The customer service process records customer needs and processing results in detail, realizing the closed loop of information and forming customer service files. Each link of complaint handling has relevant timeliness assessment and set up the response and processing priorities. Employees will be assigned for handling according to the priorities. During the reporting period, we continuously optimized the customer complaint handling process, introduced self-service features for tasks like invoicing and refunds, and enhanced the customer complaint hotline system, thereby consistently improving the efficiency and quality of complaint resolution.

2. Improved Quality for Stable Development

2.5.2 Professional Training for Customer Services

To improve the quality of customer service, enhance the services, Ping An Health has carried out two types of skill training and assessment for front-line customer service staff, so as to continuously improve their professionalism and serve every customer with heart.

Ping An Health continued to improve the customer service training system. Starting from the newcomer induction training, daily training of in-service staff, special training, and new project training, we shaped the training work into a hierarchical, structured and comprehensive training system, and lay a good foundation for improving the quality of service through training. During the reporting period, the customer service team conducted 68 customer service trainings with a total of 551 participants. The training contents included five courses, including basic medical health problem determination, service awareness, and communication skills.

2.5.3 Customer Satisfaction Survey

Ping An Health attaches great importance to customer satisfaction with its services and products. In this regard, we have launched various initiatives to focus on improving customer experience from the whole process.

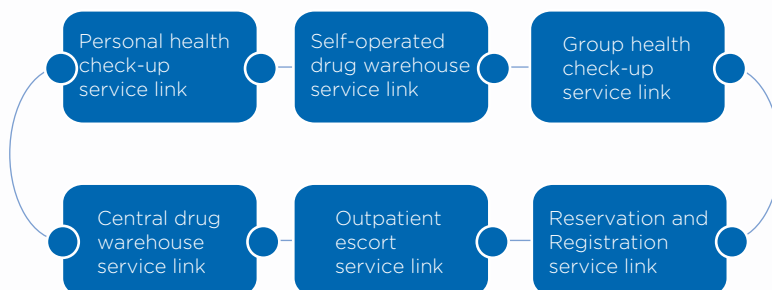| Strengthening customer tag identification	Promoting intelligent system
• Optimizing the process of safeguarding and handling customer complaint issues, and reduce the waiting time for customer complaints based on the identification of customer identity tags	• Promoting the systematic identification and recognition of work orders, reduce the rate of duplicate work orders, so as to significantly improve the processing efficiency of work orders, and reduce the waiting time of users • Launching the SMS order closure system to simultaneously improve customer service utilization and work efficiency

Customer Satisfaction Improvement Measures

2. Improved Quality for Stable Development

"Eagle Eye" Service Monitoring Project

Ping An Health started the construction of monitoring system for service links in 2022, aiming to realize real-time monitoring, early warning and response processing of services, so as to solve service breakpoints, pain points, dredging sticking points and blocked points, achieve closed-loop service, promote service quality improvement, and enhance customer experience.

Since 2022, the following projects of family doctor service links have been connected to "Eagle Eye". During the reporting period, the family doctor services completed 535 real breakpoint identification and processing.

Personal health check-up service link — Self-operated drug warehouse service link — Group health check-up service link — Central drug warehouse service link — Outpatient escort service link — Reservation and Registration service link

During the reporting period, the Company received a total of 13,169 customer complaints, with a resolution rate of 100% and a customer complaint handling satisfaction rate of 96.13%; the Company collected a total of 220 user experience issues, and a total of 21,000 samples of user service satisfaction evaluations, with a user telephone customer service satisfaction rate of 97.9%.

Key Performance	
Number of customer service trainings conducted	68 times
Customer service training person-time	551 person-times
Resolution rate of complaints	100%
User telephone customer service satisfaction rate	97.9%

Environmental, Social and Governance Report
3. Talent Supply for Future Empowerment

We consider human capital a crucial strategic asset for the sustainable development of our enterprise. By implementing diverse and equitable employment policies, establishing a scientific and rational training system, implementing competitive incentive measures, and fostering a healthy and friendly work environment, we safeguard the fundamental rights and interests of our employees. Our aim is to foster employee cohesion, creating a mutually beneficial environment for both employees and the Company to thrive together.

3.1 Talent Attraction

Ping An Health recognizes the critical role of talent in the Company's development and has prioritized talent team building as a key initiative. The goal is to establish a fair and inclusive work environment that serves as a vital resource for the Company's growth.

3.1.1 Talent Recruitment

In the process of employment, Ping An Health strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China* and other laws and regulations. Based on the actual situation of the enterprise, we have developed and improved a series of company-level recruitment systems such as the *Internet recruitment Management System of Ping An Health*, the *Recruitment Operation Manual, the Internal Recommendation Management Measures* and the *Measures for the Management of Recruitment Network Channels* to build a solid talent base for Ping An Health to achieve sustainable development.

Ping An Health regularly conducts talent inventory, sorts out job requirements and formulates recruitment plans. In addition to using regular recruitment methods such as online channels and external recruitment vendors, Ping An Health also conducts internal referral promotion for key positions. As of the end of the reporting period, Ping An Health had 1,753 employees.

3.1.2 Protection of Labor Rights and Interests

We are committed to creating an equal and non-discriminatory work environment for our employees. During the reporting period, the Company released the *Measures for the Management of Recruitment Network Channels*, which clearly stipulates the recruitment information and prohibits all recruitment content suspected of being discriminatory. We always adhere to the principle of "fairness and impartiality" in recruitment, employment, training, promotion, rewards and other aspects, and prohibit any discrimination against employees on the basis of gender, appearance, physical or mental handicap, age, marital and childbearing status, ethnicity, race, religious beliefs, sexual orientation, place of origin, domicile, nationality, political party affiliation, educational background, accent, in order to ensure that all employees enjoy the right to equal employment.

3. Talent Supply for Future Empowerment

Ping An Health strictly abides by the *Labor Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, as well as the *Provisions on the Prohibition of Using Child Labor*, and has formulated internal systems such as the *Labor Employment Management System*, which prohibits the recruitment of child laborers and forced labor practices. We avoid child labor and the use of forced labor by scrutinizing employees' identities and other information during the onboarding process and ensuring that all employees are hired voluntarily. In the event of any employment of child labor or forced labor, the Company will also investigate and seriously pursue the responsibility of the relevant personnel in accordance with laws and regulations and the internal policies and systems, and take appropriate punitive measures. As of the end of the reporting period, Ping An Health had an employment contract signing rate of 100%, a social insurance coverage rate of 100%, and did not have any incidents of child labor or forced labor.

In respect of the management of labor hours, the Company updated the *Attendance Management System* during the reporting period to make clear provisions on the working hours and vacations of its employees, and strictly managed overtime work under the principle of "planning before implementation, and two levels of approval and double auditing." We do not encourage overtime work and strictly follow the rule that employees cannot be arranged to work overtime without the approval of the prescribed process. For cases where overtime work is approved, we provide employees with transfer or salary subsidies in accordance with the regulations. In terms of employee privacy protection, Ping An Health follows the principle of minimization of authority, granting the authority of basic employee information only to the staff of the human resources department and forbidding the outgoing of employee-related information, so as to effectively protect the privacy and security of employees.
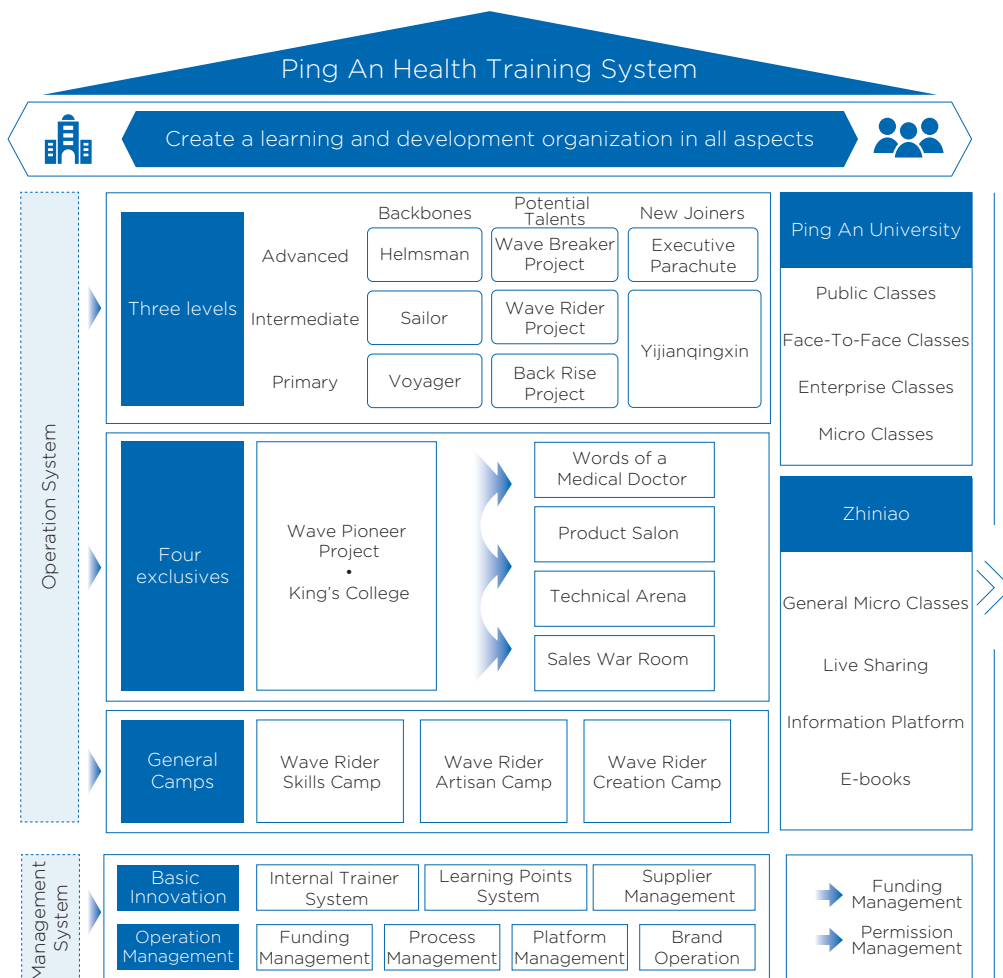
3.2 Talent Development

Ping An Health understands that talents are crucial to the development of the Company and has included the cultivation and development of talents as an important task of the Company. Through the perfect training system and rich career development path, we have broadened the promotion paths for employees, cultivated industry pioneers, and realized common achievements of the Company and employees.

3. Talent Supply for Future Empowerment

3.2.1 Talent Cultivation

Ping An Health implements internal systems such as the *Training Management Measures (2023 Edition)*, the *Management Measures for Employee Education Funds (2023 Edition)*, the *Management Measures for Employees' Participation in External Training and Professional Qualification Examinations (2023 Edition)* and constantly improves the talent training management system to support employees' all-round growth.

The Company has set up a sound professional training system, and developed targeted training courses through the establishment of "operation" and "management" systems, in order to create a comprehensive learning and development atmosphere. In practical operation, Ping An Health provides targeted training programs according to different levels and positions, and strengthens professional knowledge online and offline through "Ping An University" and "Zhiniao Platform," with an aim to provide continuous assistance for the growth of employees.

3. Talent Supply for Future Empowerment

	Cultivation Case Study
Helmsman	In 2023, along with the Company's strategic upgrading and continuous business advancement, the Company launched two sessions of "Helmsman" training program for all management cadres of the first-level structure, in order to practice "aligning management, improving management, and encouraging motivation." CEO face-to-face + Dragon Boat Race Expansion Activities themed "Strive for the first, Achieve the mission" on May 22 Learning Revolutionary History + Mass Production Expansion Activities themed "Seek truth, Seek Change, Seek Success" on September 15
Special training for agency managers	To strengthen the B-to-B marketing competence of each branch and enhance the "think, act, and lead teams" skills of agency managers, Ping An Health launched the "Wave Pioneer Project" for agency managers. This project, grounded in real business scenarios, assists agencies in analyzing market patterns, identifying optimal customer positioning, and fostering alignment and synergy across marketing, sales, and operational resources. "Gathering Energy: Five Exercises for High-Performance Teams" on April 23 "Liwang Marketing War: Market Strategy and Seam Marketing Sand Table Practice Simulation" on July 15 "Little Pepper: A Practical Simulation of Leadership Strategies for Project Management" on October 13
Special training for management	To enhance the leadership of middle and senior managers, strengthen teamwork and the spirit of struggle, and promote the team to deliver more efficient performance results, Ping An Health organized 26 management-specific trainings, each covering 42 management cadres.

3. Talent Supply for Future Empowerment

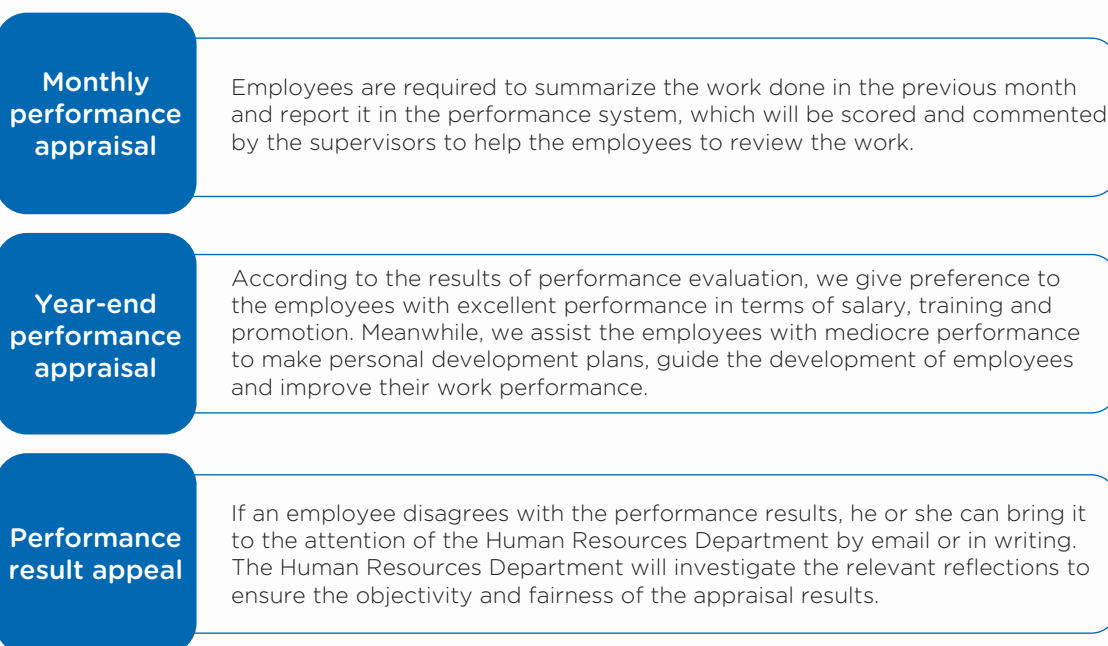| Cultivation Case Study (continued)	
Double Wave Potential Talent Project Phase 2	To match the Company's strategy and deliver the culture, the Company launched the "Double Wave 2023 Potential Talent Project" with the goal of "talent generation, innovation and combat, and vigorous recommendation" to create a talent echelon that is "capable of breaking the ice, innovation and combat."
Wave Rider Project	The Wave Rider Project was launched in April 2023, targeting at comprehensively improving the thinking power of employees, and focusing on product thinking and user thinking, innovative thinking and systematic thinking, to comprehensively improve the level of general skills of employees. "Innovative Thinking: Business Innovation and Strategy" in May "Innovative Thinking: Left Circle and Right Square" in June "Growth Mindset: Trinity in EAST BUY" in September "Growth Mindset: Commercial Application of ChatGPT" in October
Special topic breakthrough campaign	The Technology Research and Development Center initiated the "Dare to Break Through, Dare to Exceed" special topic breakthrough campaign, and recruited more than 80 members for the topics. In the process, 12 professional projects have been approved and established, fully mobilizing the enthusiasm of technical personnel, fostering individuals skilled in critical thinking, specialized research, and capable of achieving breakthroughs in their respective fields.
Innovation competition	The Healthcare Services Innovation Competition themed "Creating Opportunities, New Breakthroughs, Winning the Future" was launched in Qingdao, with the collection and promotion of topics around 10 specialties and four major topics, encouraging employees to become innovation partners and realize the innovation dream together.

3. Talent Supply for Future Empowerment

While continuously strengthening the internal training system, Ping An Health has also taken special support initiatives to encourage employees to actively participate in external training and professional qualification examinations. In accordance with the *Management Measures for Employees' Participation in External Training and Professional Qualification Examinations (2023 Edition)*, we encourage our employees to apply for position-related qualification examinations and provide them with subsidies for the reimbursement of examination fees, so as to encourage our employees to take the initiative in enhancing their professional skills to better perform their jobs, and promote the healthy development of our workforce.

During the reporting period, the number of Ping An Health training sessions amounted to 1,969, with 100% of employees trained and 97% of employees satisfied with the training.

3.2.2 Assessment and Promotion

While continuously strengthening the talent training system, the Company has also established a sound individual performance management and appraisal system to ensure that each employee has a fair development and promotion opportunities to help employees realize their personal values.

In terms of talent management, Ping An Health has deepened the application of the grade system, and strengthened the articulation of the grade system and talent management application by sorting out the competency models of each sequence. In terms of promotion and advancement, we have set up a standardized promotion process and promotion criteria, and established a special evaluation body for promotion assessment to ensure that the promotion results are fair and just. In terms of performance appraisal, Ping An Health has formulated the *Employee Management Manual*, the *Performance Accountability Management System*, the *Internal Matrix Personnel Management Measures* and other systems, followed the PDCA closed-loop management process, and implemented the performance appraisal management process in line with the Company's business characteristics. During the reporting period, we adopted the "dual-track" performance appraisal system, that is, the Company's operation and management control mechanism and the individual performance tracking and appraisal mechanism, and further optimized the management norms of the key links of the personal performance tracking and evaluation system, based on the principle of "the plan falls on the organization, the responsibility falls on the individual." We make post adjustments, including parallel transfers, rotations, promotions, demotions, temporary transfers, transfers, special transfers, and other forms of post adjustments, based on a variety of circumstances, such as individual performance appraisal results, individual competency enhancement levels, and position needs.

Monthly performance appraisal	Employees are required to summarize the work done in the previous month and report it in the performance system, which will be scored and commented by the supervisors to help the employees to review the work.
Year-end performance appraisal	According to the results of performance evaluation, we give preference to the employees with excellent performance in terms of salary, training and promotion. Meanwhile, we assist the employees with mediocre performance to make personal development plans, guide the development of employees and improve their work performance.
Performance result appeal	If an employee disagrees with the performance results, he or she can bring it to the attention of the Human Resources Department by email or in writing. The Human Resources Department will investigate the relevant reflections to ensure the objectivity and fairness of the appraisal results.

3.3 Remuneration and Benefits

Based on the principle of value-oriented compensation management, we have established an open and transparent performance evaluation system and compensation structure, in order to provide our employees with market-competitive compensation and welfare packages, attract outstanding talent into the Company, and effectively enhance team cohesion and corporate competitiveness.

3.3.1 Compensation and Incentives

Ping An Health developed a number of salary and benefit-related systems, such as the *Compensation Management System*, the *Guidelines on Basic Management Measures for Field Personnel*, and the *Guidelines on Salary Rules for Internal Transfer Personnel*. We give our employees a compensation return that matches their individual abilities and efforts, taking into account the job content of the position and the talent situation in the labor market.

We have established a compensation system of "cash compensation + benefits + long-term incentives," which assesses the level of incentives based on organizational performance and individual performance, and fully reflects the real value of the team and the contribution of individual employees. In particular, we have established multi-dimensional compensation incentives based on the results of employee performance appraisals in the areas of cash compensation and long-term incentives to motivate employees to maximize their self-worth.

Cash compensation	Long-term incentives
The Company has established a cash compensation structure for all employees consisting of fixed and variable pay, where variable pay includes, but is not limited to, variable performance bonus, various types of bonuses and so on. The proportion and form of fixed and variable pay vary according to the differences in the job categories. Fixed pay: reflecting the basic accumulation of the employee's seniority and experience; determined in accordance with a combination of factors such as the employee's position, personal qualifications, development potential, personal performance, and paid in a fixed manner. Variable pay: closely linked to the Company's performance and the results of employees' individual performance appraisal; different incentives and annual distribution programs are designed according to the characteristics of different positions. The variable bonuses include year-end bonuses, monthly performance awards, etc. The amount will be determined based on market conditions, company performance and individual employee performance appraisals.	The Company has launched a long-term employee equity option incentive plan to advocate employees to achieve long-term value achievements with long-term material rewards. Participants in the plan include employees and any other persons as determined by the Board and the scope of grantees, the specific objectives and the number of EIS options will be determined by the Board with reference to the position and performance of the EIS participants.

3. Talent Supply for Future Empowerment

3.3.2 Employee Benefits

In terms of benefits, in addition to paying social insurance and housing provident fund for employees in accordance with relevant national and local regulations, Ping An Health also provides all employees with non-compensation benefits such as supplemental commercial insurance, congratulations and condolences allowance and enterprise annuity, which has effectively enhanced the sense of well-being of employees. For extra and unconventional working hours, we pay overtime wages in full or make reasonable arrangements for rest in strict accordance with the laws and regulations of the place of operation, so as to fully protect the rights and interests of employees.

Personalized Benefits for Ping An Health Employees

Healthy Workplace Benefits Program: Healthy Workplace Series Products

Supplementary commercial insurance: Comprehensive welfare protection insurance

Allowances for cadres working in other cities: housing allowance, reimbursement of travel expenses for family visits, relocation allowance, etc.

Congratulations and condolences allowance for marriage, childbirth, hospitalization and funeral

Incentive funding for group construction

Enterprise annuity

Case

Internal purchase and external benefit sharing of employees

Leveraging the internal and external resources, the Company carried out online and offline employees' exclusive welfare activities to increase the belonging sense of employees.

3.4 Employee Communication and Care

Ping An Health is committed to building a systematic employee care mechanism and constantly updates and improves the system. In addition, we actively develop staff communication channels, and organize a variety of caring activities for employees, in order to create a harmonious team atmosphere.

3.4.1 Employee Communication

The feedback of employees has always accompanied the development and growth of the Company. We attach great importance to the opinions of employees, maintain communication with employees through various channels, and establish a sound communication mechanism, including the "Basic Law Resource Allocation Review and Appeal Mechanism," the "Performance Appeal Mechanism," the "Employee Relationship Communication Appeal" and so on. Meanwhile, in order to understand the needs and expectations of employees in terms of salary, work, system, daily activities, personal development, etc., Ping An Health Labor Union collects employees' satisfaction and opinion feedback by conducting internal questionnaires, symposiums, and institutional research.

Satisfaction survey	At the end of each year, the Company carries out a survey of employee satisfaction through management and employee evaluations. The average score of employee satisfaction in the 2023 KPI survey was 79.1%.
Employee service questionnaire survey	In 2023, an employee service questionnaire survey was conducted, centering on employee services such as overtime meals and afternoon tea.
Collection of feedback through symposium	We collected feedback from employees on administrative services through symposiums and gradually implemented them in daily staff and office services.

3. Talent Supply for Future Empowerment

3.4.2 Employee Care

In terms of employee care, Ping An Health has set up a trade union organization to protect the rights and interests of its employees and provide them with a number of benefits to balance their work and life. The unionization rate of employees in mainland China is 100%. The Company has implemented the *Administrative Liaison Position Responsibility Management Measures* and set up administrative liaisons in each business unit to provide support and assistance to employees in need.

Ping An Health actively embraces the role of a supportive family, fostering a warm employee service platform with a focus on innovation, creativity, widespread service, and joyfulness. Various clubs are established, and monthly activities such as birthday parties, afternoon tea, and work meal tests are conducted. Additionally, colorful staff events and family days are organized during significant festivals, leveraging the Company's business resources. We provide exclusive assistance to employees in special times, so as to extend the benefits of the Company to every employee and their families, and increase the office experience and workplace feeling of employees. In 2023, Ping An Health organized 11 birthday parties, 10 afternoon teas, 30 sessions of more than 60 "Employee Life" welfare activities, and one large-scale family day. Through systematic construction, we have established a good service reputation and continuously enhance the viscosity between the Company and employees.

Employee care activities	
Goddess Festival	On March 8, Ping An Health orchestrated a series of creative activities for the Goddess Festival, themed "Heart is Eager to Shine." The event featured flower wall photography and distribution, smile-blooming games, an exclusive salon for shining, and more, emphasizing the concept of a "warm medical family."
Doctor's Day	Ping An Health celebrated the 2023 Doctor's Day with the theme "Work Together to Build Health." The event comprised four segments: tribute, care, honor, protection, and innovation. Company clubs conveyed holiday greetings to doctors through various means such as songs, dances, and brushes, expressing gratitude for their professional dedication and valuable contributions in their work.

3. Talent Supply for Future Empowerment

|	
Employee care activities (continued)	
Programmer's Day	Ping An Health 2023 Programmer's Day was successfully held, including characteristic workplace activities and special topics breakthrough campaign (innovative technology competition).
Birthday Party	We fully listened to employees' suggestions to enhance the exclusive birthday experience for birthday celebrities, and continued to unlock fresh experiences and different themed play.

3. Talent Supply for Future Empowerment

Employee care activities (continued)	
Family Day	2023 Employee Family Day of Ping An Health, themed "Love in medical practitioners, we're family!", was successfully held in June. The event covered nearly **100** groups of families, employees and their families of about **300** people, **115** children, fully practicing the "one family" concept.

3. Talent Supply for Future Empowerment

Ping An Health attaches great importance to the physical and mental health of female employees, and ensures the rights and interests of female employees in strict accordance with the *Law of the People's Republic of China for the Protection of Women's Rights and Interests* and the *Special Rules on the Labor Protection for Female Employees* and other laws and regulations. The Company offers tailored medical checkup packages for female employees, grants paid maternity leave and breastfeeding leave, disburses maternity consolation fees, and ensures the provision of secure, hygienic, and private spaces for rest and breastfeeding.
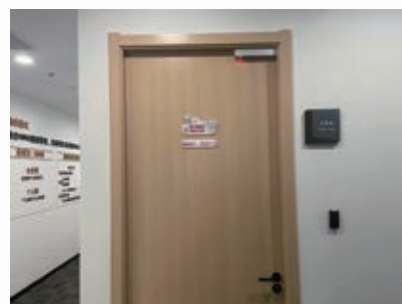
Clean and Tidy Place for Rest
and Breastfeeding

3.5 Occupational Health and Safety

Ensuring the health and safety of employees is an important task in the day-to-day management and operations of Ping An Health. We strictly comply with the laws and regulations of each location where we operate, including the *Law of the People's Republic of China on Fire Prevention and Control*, the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases,* and the *Law of the People's Republic of China on Production Safety*, in order to ensure the health and safety of all of our employees during their employment. In response to the possible sudden disaster accidents, epidemics, fire and other security incidents in the workplace, the Company has specially issued internal systems such as the *Provisions on Emergency Response to Major Emergencies*, the *Employee Safety Management System*, the *Emergency Response Plan for Minimized Workplace Offices* and the *Emergency Response Plan for Closed Workplaces*, to strengthen the construction and implementation of internal emergency response mechanism and enhance the safety awareness of all staff, so as to safeguard the Company's and the personnel's safety from the source.

In 2023, Ping An Health provided health examination services for all employees, and further provided health protection for employees by purchasing commercial insurance, linked to Ping An Health family doctors services, and unified purchase of exclusive healthy workplace plans. In addition, Ping An Health carried out employee psychological counseling services to protect the mental health and safety of employees. At the same time, the Company offered rehabilitation and return-to-work programs for employees who had been negatively affected by physical and psychological risks. We conduct regular workplace fire safety drills every year to raise employees' awareness of fire safety.

3. Talent Supply for Future Empowerment

Occupational health measures

We have provided psychological counseling services and other employee health workplace plans for all employees. The Company's professional mental health counselors will provide psychological counseling and mental health rehabilitation plans. If the assessment indicates the need for more professional intervention, it will be followed up and more professional services will be provided.

On the 119 Fire Safety Day, the Company carried out national workplace fire safety training and live drills to enhance the fire safety prevention and control ability of workplaces and personnel nationwide, and to build up a strong sense of safety precaution for all staff.

The Company will issue in advance safety travel advocacy for all employees returning home, and provide safety tips for returning home on holidays, to ensure the safety of employees.

During the reporting period, there were no work-related fatalities in the Company and there were 270 lost workdays due to work-related injuries. We have investigated and followed up on employee health and safety incidents, handled them appropriately and summarized and filed them.

Environmental, Social and Governance Report
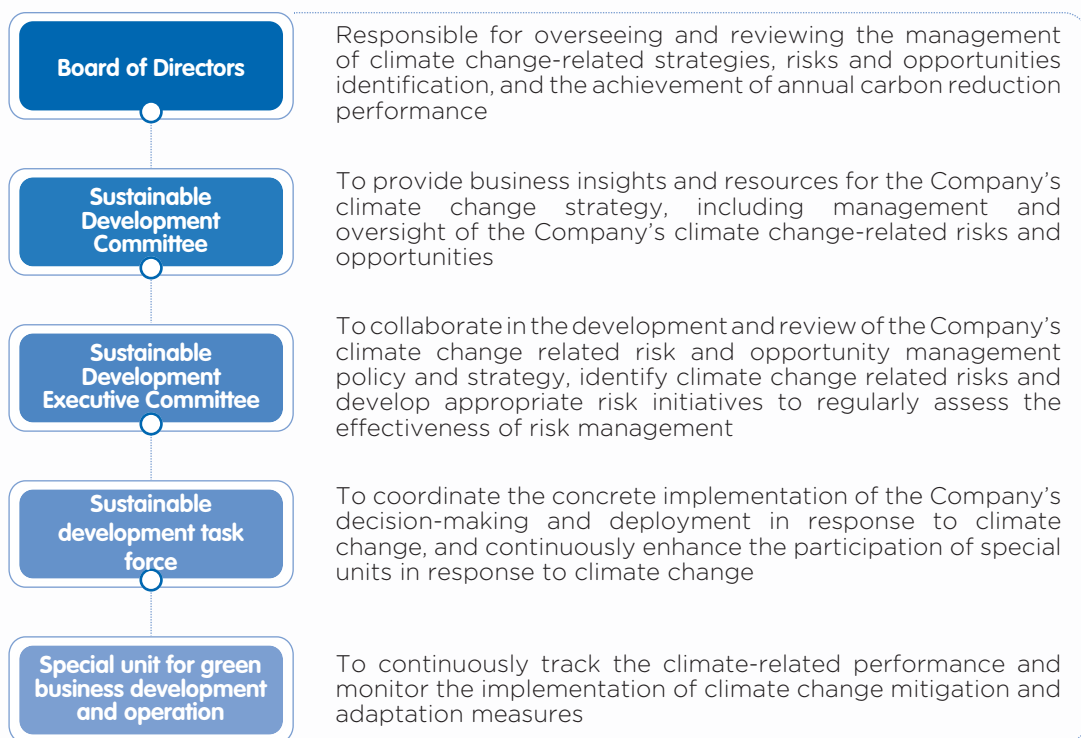## 4. Environmental Protection for a Green Homeland

Ping An Health consistently monitors the risk of climate change and responds proactively to the demands of various stakeholders for environmentally friendly development. We prioritize environmental protection campaign, implement green office practices, emphasize energy conservation, and concentrate on establishing a green supply chain. These efforts are aimed at minimizing the impact of our business operations on the environment, fostering environmentally friendly development from top to bottom, and creating sustainable green value.

4.1 Addressing Climate Change

Since the beginning of the twenty-first century, environmental and ecological challenges, such as climate warming, water pollution, biodiversity decline, and the imminent depletion of fossil energy, have escalated. Ping An Health remains vigilant about the potential impact of climate change on business activities and operations. We proactively implement countermeasures and wholeheartedly support global climate action.

4.1.1 Governance

Ping An Health has integrated the governance of climate-related issues into its overall ESG governance structure to support the Company's management of climate change-related risks and opportunities.

Board of Directors	Responsible for overseeing and reviewing the management of climate change-related strategies, risks and opportunities identification, and the achievement of annual carbon reduction performance
Sustainable Development Committee	To provide business insights and resources for the Company's climate change strategy, including management and oversight of the Company's climate change-related risks and opportunities
Sustainable Development Executive Committee	To collaborate in the development and review of the Company's climate change related risk and opportunity management policy and strategy, identify climate change related risks and develop appropriate risk initiatives to regularly assess the effectiveness of risk management
Sustainable development task force	To coordinate the concrete implementation of the Company's decision-making and deployment in response to climate change, and continuously enhance the participation of special units in response to climate change
Special unit for green business development and operation	To continuously track the climate-related performance and monitor the implementation of climate change mitigation and adaptation measures

Climate Change Risk Governance Framework

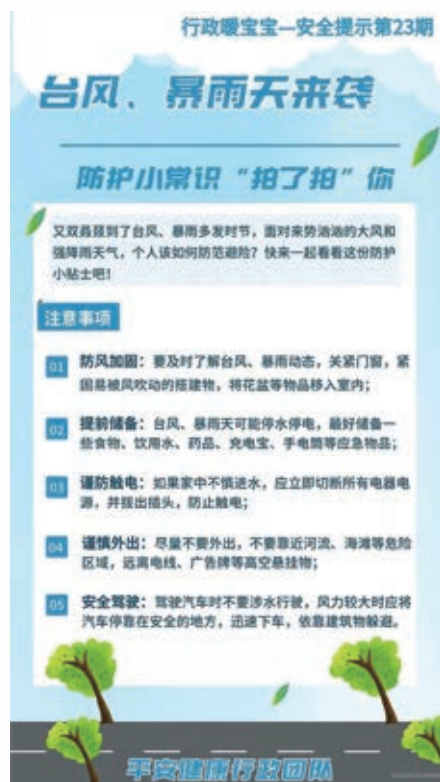# 4. Environmental Protection for a Green Homeland

4.1.2 Strategy

With reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), Ping An Health has initially identified various climate change-related risks and formulated relevant measures to cope with the risks posed by climate change to Ping An Health, taking into account the Company's operations, the industry and geographical factors.

Types of climate change risks and opportunities		Description	Countermeasures
Physical risks	Acute physical risks	Natural disasters such as typhoons, floods, droughts and extreme weather such as high temperatures have potential negative impacts on Internet infrastructure	The *Shanghai Workplace Disaster and Accident Emergency Implementation Plan,* the *Major Emergencies Emergency Handling Regulations* and other natural disaster and extreme weather emergency plans have been established to standardize climate disaster response measures, and provide reasonable protection for employee safety; A security management leader responsibility system across the country has been established, requiring the responsible person to maintain 24-hour communication, and ensure that emergencies can be responded to and solved in the first time; Special safety management personnel are assigned to keep an eye on the national extreme weather, and timely publicize extreme weather avoidance suggestions and safety tips.
	Chronic physical risks	Sea level rise, temperature increase and changes in precipitation due to global warming have potential negative impacts on Internet infrastructure	We will pay attention to this risk when selecting Internet infrastructure service providers.
Transition risks	Emerging policy risks	Enhanced carbon emission reporting obligations may increase the operating costs of companies (including expenses for conducting carbon inventories, carbon taxes, carbon trading, etc.)	We will promote the refined management of energy use, develop regular statistics on energy consumption resulting from operations, and accurately calculate carbon emissions.
	Technological risk	Increased investment for energy-saving and environmental protection renovation may increase the Company's operating costs	We will investigate the feasibility of new technology and new equipment, and replace them in batches within a reasonable range.

4. Environmental Protection for a Green Homeland

Types of climate change risks and opportunities		Description	Countermeasures
Opportunities	Products and services	Widespread impacts of climate change on human health increase the likelihood of chronic diseases, increasing the population's need for health care and corporate revenues	We will incorporate technological means to enhance the scope of business of chronic disease management services and respond to the demand for medical services in a timely manner on a daily basis.
	Market	Broadening the space for market demand for low-carbon services and enhancing service accessibility	We will increase market penetration and encourage customers to reduce their negative environmental impact.

Safety Tips for Extreme Weather and Conditions in Workplace

4. Environmental Protection for a Green Homeland

4.1.3 Risk Management

Ping An Health has incorporated climate change-related risks into the Company's ESG risk management to guarantee the effective management of climate change-related risks.

Climate change-related risk identification

Identify and delineate climate risks impacting the Company's business segments in terms of both physical risks and transition risks, and to categorize and summarize the classification of risks associated with these dimensions

Climate change-related risk assessment

Evaluate the impacts of climate risks on the Company's business segments in terms of qualitative and quantitative dimensions, as well as their duration and intensity

Formulating climate change-related risk responses

Develop risk response measures using tools such as climate change scenario analysis, taking into account the Company's operations, industry and geographic factors

Climate change-related risk reporting

Report regularly and timely to the Board of Directors on the objectives and progress of climate change related risk management and improve the effectiveness of climate change related risk management

Climate Change-related Risk Management Process

4. Environmental Protection for a Green Homeland

4.1.4 Targets and metrics

We strive to continually minimize our negative impact on the environment by regularly measuring and disclosing our operational carbon emissions each year and assessing our environmental performance for the year.

Ping An Health's indicators for energy and greenhouse gas emission during the reporting period are as follows:

Important data		Unit	2023	2022	2021
Total energy consumption and intensity[1]	Total energy consumption	GJ	47,337.35	47,882.85	48,447.98
	Total energy consumption intensity	GJ/person	21.97	18.73	14.15
Total greenhouse gas emissions and intensity	Total greenhouse gas emissions	Tonne of CO_2 equivalent	7,499.02	8,114.81	9,392.35
	Greenhouse gas emission intensity	Tonne of CO_2 equivalent/person	3.48	3.18	2.74

4.1.5 Product Carbon Footprint

Ping An Health integrates the concept of sustainability into its products and services. Relying on its own technological advantages and platform resources, Ping An Health has innovated a portfolio of green products and services, and endeavors to achieve greenhouse gas emission reductions covering the life cycle of its products through low-carbon purchasing, low-carbon operation, and low-carbon logistics.

Low-carbon Operation

As a responsible enterprise, Ping An Health is committed to promoting energy conservation and consumption reduction. The Company strictly abides by the *Law of the People's Republic of China on Environmental Protection, the Law of the People's Republic of China on Energy Conservation* and other laws and regulations, and embeds energy conservation and emission reduction in all departments and links of its operation, so as to effectively reduce the impact on the environment.

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[1]   In order to more accurately reflect the energy and resource consumption, greenhouse gas emission and waste discharge generated from office administration and business operation activities by each employee in 2023, the energy and resource consumption intensity, greenhouse gas intensity and waste intensity in 2023 is calculated as: total consumption or emissions/ ((number of employees at the beginning of 2023 + number of employees at the end of 2023)/2).

4. Environmental Protection for a Green Homeland

Reducing the use of energy
With the unified property management mode of Ping An Building, the Company adopts a high-efficiency water source heat pump system, which uses water/ground source as the cooling/heating source of the system, significantly reducing energy consumption and effectively mitigating the greenhouse effect and heat island effect.
Green office
To reduce paper usage, Ping An Health has introduced a digital medical record management system to facilitate information sharing and collaborative work.
Encouraging green travel
The Company encourages employees to reduce greenhouse gas emissions caused by employees commuting to and from work, and guide employees to gradually develop a green and healthy lifestyle.

Case

Fun Low Carbon Ride

To enhance employees' understanding in ESG concepts and promote sustainable development, Ping An Health launched ESG-specific training and fun low-carbon ride among its employees.

Ping An Health promotes green environmental protection in training activities, and regularly publicizes Environment Day, low-carbon energy saving and other related content through the official website, promoting green culture, enhancing employees' awareness of environmental protection and sense of responsibility, and building an environmentally friendly enterprise.

4. Environmental Protection for a Green Homeland

Low-carbon Procurement

In the procurement process, Ping An Health takes into account the environmental performance of its products and prioritizes the procurement of environmentally friendly, energy-saving and low-consumption raw materials, products and services that are easy to recycle and reuse.

Low-carbon procurement practice	Optimization of card-making process: Adjusting the use of raw materials for card-making business, replacing PVC with cardboard and other cardboards that are more friendly to the environment and more easily degradable as raw materials for manufacturing health cards
	Reuse of cardboard boxes: To carry out quality testing of cardboard boxes shipped from upstream suppliers for reuse purpose, and use the qualified ones for external packaging of subsequent orders

Low-carbon Logistics

Ping An Health actively cooperates with low-carbon logistics and transportation agencies to ensure a stable supply of products by optimizing transportation routes and other measures.

Low-carbon logistics practice	Green transportation: To reduce carbon emissions during transportation by switching from fuel trucks to electric vehicles, from fuel trucks to hydrogen vehicles, and from road to rail
	Green storage: To reduce the use of first-hand cartons and increase the number of recycled cartons

4.2 Waste Management

Ping An Health strictly abides by the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *Measures for the Administration of the Prevention and Control of Environmental Pollution by Electronic Waste*, and other laws and regulations of the countries where Ping An Health operates to revitalize idle assets and reduce the generation of waste. The Company will classify the waste generated from its operations to ensure that the waste is handled in a safe and orderly manner and to realize the recycling of resources.

4. Environmental Protection for a Green Homeland

Office waste

- Mainly including printer toner cartridges, ink cartridges, used lamps, etc.
- Set up specialized disposal points and special recycling procedures, and work closely with the suppliers and property management companies to dispose of them in a safe manner.

Electronic waste

- Mainly including used batteries, computers, etc.
- The property management company has unified electronic product waste bins on each floor of the workplace, and daily dry battery waste is placed in the unified recycling point and recycled by the property management company.

Domestic waste

- Implement the requirements of different cities for the separation of household garbage, and adopt the garbage classification mode suitable for the Company according to the local conditions. The garbage is collected and sorted at regular intervals by the cleaning staff of the workplace and the property management company.

4.3 Resources Management

Ping An Health has comprehensively improved the level of resource management, and strictly controls the water resources and office supplies used in the operation process, contributing to the realization of a circular economy.

4.3.1 Water Management

Ping An Health strictly follows the *Water Law of the People's Republic of China* and other laws and regulations applicable to the place of operation, and adheres to the concept of promoting rational water use and water conservation. The primary source of water for Ping An Health is municipal water. In order to enhance the efficiency of water use, the Company has organized and implemented a series of water-saving management and water-saving technology measures for comprehensive water resources management. In 2023, based on the water management situation in 2022, Ping An Health set a target of reducing water consumption in the national workplace by 10% compared with 2022. During the reporting period, Ping An Health's total water consumption was 13,723.37 cubic meters, a decrease of 61% from 2022.

To regularly enhance the use of water and conference room resources through posters, and promote the efficient and rational use of resources

To install water savers to control water flow in workplace pantries

To set the rules for the use of mineral water: For internal meetings of the Company, mineral water is taken on self-service basis, and tea and mineral water are provided according to actual needs for reception of external visits

Water-saving Measures

4. Environmental Protection for a Green Homeland
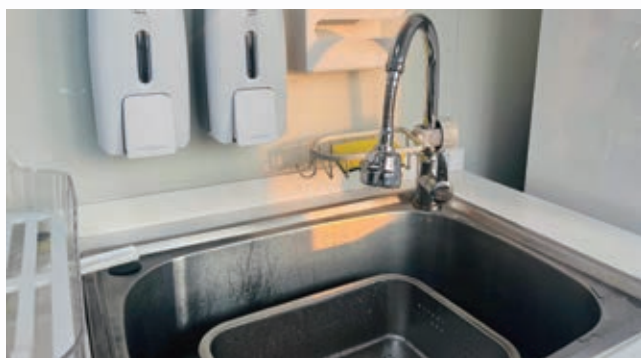
Water Savers in Workplace Pantries

Water Conservation Poster

4.3.2 Management of Office Resources

Ping An Health is committed to creating a green office environment and integrating the concept of sustainable development into our daily work. We advocate paperless office, and reduce the use of disposable items, practicing low-carbon life from top to bottom. During the relocation process, we recycled all old furniture and uniformly collected and processed all the waste generated during the relocation, enhancing the efficiency of resource reuse.

To set the printer's preset print mode to duplex printing, default as black and white printing; set paper storage boxes for single-sided paper that needs to be discarded due to mistake, encourage staff to recycle, and improve paper utilization rate

To set the workplace paper specification to 70g, promoting savings while reducing overall paper costs

To set up green paper tips to subconsciously influence the behavior of employees in the workplace pantry and other public areas that employees often pass by
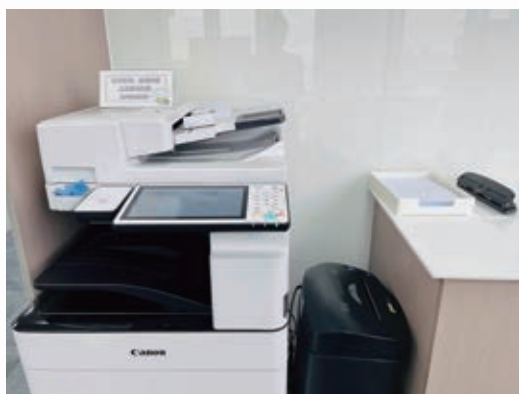
"Print on Both Sides" Signs

4. Environmental Protection for a Green Homeland

In terms of reducing the use of disposables, the Company advocates employees to bring their own cups and daily meals.

Microwave ovens are provided on each floor to advocate employees to bring meals and reduce white pollution

The Company no longer provides bottled water for ordinary meetings, and guides and encourages employees to use plastic bottled water reasonably and according to needs

Disposable paper cups are no longer provided at non-reception floors, and employees are advocated to bring their own cups to promote energy saving and environmental protection

Case

Special publicity to administrative staff

During the reporting period, Ping An Health launched a special publicity campaign for administrative personnel to promote the control of workplace resources, including but not limited to the control of water, electricity and disposable products, etc., which gave full play to the geographical radiation role of administrative staff, and promoted the implementation of environmental protection measures in workplaces and employees across the country.

Environmental, Social and Governance Report
5. Industry Leadership for Shared Ecosystem

Ping An Health fulfills industrial responsibilities by strengthening supply chain management, promoting universal healthcare, participating in community welfare activities, as well as contributing to the realization of the strategic goal of "Healthy China 2030."

5.1 Supply Chain Management

Ping An Health attaches great importance to the sustainable development of the supply chain, continuously optimizes the supplier management system, integrating ESG into the full lifecycle management of suppliers to ensure the high-quality and stable development of the supply chain.

5.1.1 Sustainable Supply Chain Development

Excellent supply chain management is a core element of Ping An Health's business continuity and sustainability. Ping An Health attaches great importance to the management of suppliers with strictly abides by the Law of the People's Republic of China on Tendering and Bidding and other laws and regulations. We have revised and implemented the *Supplier Management Rules* to conduct a full-process control on the access, assessment and withdrawal of suppliers.

We have improved and updated the *Supplier Code of Conduct*, including all suppliers of production, services and transportation, and raw materials, etc. We have standardized our ESG behaviors and integrated supplier sustainability assessments and inspections into our overall process management to create a responsible and sustainable supply chain.

Case

Ping An Health conducted due diligence and on-site visits on cellular storage suppliers

In 2023, Ping An Health conducted due diligence and on-site visits of cellular storage suppliers to audit the quality and safety compliance of the supplier companies during the process of cellular business research and development and launch, etc., understanding their management of environmental, social and governance, and to promote the improvement of the quality management level of the value chain.

5. Industry Leadership for Shared Ecosystem

Supplier Access

At the procurement stage, we screen and identify suppliers through qualitative scores, giving priority to suppliers with better ESG performance in environment, safety and quality management systems. For non-operational procurement, we adopt the principles of localization and proximity to prevent and mitigate possible adverse impacts on the safety and health of the supply chain through a fair and impartial access assessment mechanism.

At the qualification stage, Ping An Health carries out a comprehensive, objective and targeted evaluation to examine the capabilities of suppliers. In 2023, the Company created a supplier resource pool exclusive to Ping An Health, effectively solving pain points such as a lack of supplier sources, incomplete supplier cooperation information or the inability to quickly retrieve it, and realizing refined and digital management of supplier qualification information.

Supplier Evaluation

At the investigation stage, the Company explicitly proposes a dedicated program for supplier sustainability management assessment and supervises suppliers to establish sustainability implementation standards in order to effectively identify, screen and assess supplier risks related to sustainability.

Ping An Health has adopted a hierarchical management of suppliers and diversified certification efforts for different levels of suppliers. We regularly conduct product quality and safety audits of our direct suppliers to ensure the quality and safety of the products and services they provide. For indirect suppliers and raw material suppliers, we also put forward clear quality audit requirements for them, and carry out spot checks on the third-party quality tests they accept.

In addition, Ping An Health has set up a supplier risk management mechanism to enhance the effectiveness of supplier risk management through regular reviews and follow-up of improvement progress, on-site inspection visits, qualification validity control and supplier sampling inspection.

Regular audits and follow-up
•   The Company conducts regular supplier quality compliance audits annually, focusing on qualification discrepancies, misrepresentation, process errors and defamation of others.
Qualification validity control
•   We systematically set up qualification deadline reminders and invalidation to avoid supplier performance and complaint problems due to qualification problems, which will affect the brand image of Ping An Health.
On-site inspection visits
•   We arrange on-site inspection visits to manufacturing suppliers according to business needs to check the work and efforts made by the suppliers in the actual production process.
Supplier sampling inspection
•   We conduct random inspections of suppliers from time to time to identify potential risks to the Company and the society through an in-depth understanding of the different dimensions of the supplier's situation while sorting out the business.

Supplier Risk Management Measures of Ping An Health

At the performance evaluation stage, Ping An Health conducts annual appraisal on the performance of suppliers and develops a scoring and grading model to achieve strategic ranking based on the depth of cooperation, degree of cooperation, and other aspects. Under the same application conditions, we will give priority to suppliers with better star ratings in the supplier performance grading results to incentivize suppliers to continuously improve their sustainable development capabilities.

Supplier Exit

Ping An Health will suspend the procurement of any supplier that fails the assessment, and will immediately request rectification of the supplier. If the supplier meets the requirements for rectification, its qualification can be re-confirmed. If the supplier fails to make rectification in time or fails to meet the requirements for rectification, it will be eliminated and removed from the qualified supplier database after process-based approval. Meanwhile, we implement a supplier reward and punishment management mechanism, establish a mechanism for violation management, set up black and gray lists to restrain supplier violations, and eliminate major non-compliant suppliers in a timely manner, and optimize supplier resources.

5. Industry Leadership for Shared Ecosystem

5.1.2 Sustainable Procurement

Ping An Health incorporates ESG factors into procurement and assesses supplier's ESG performance. We also takes the initiative to cooperate with upstream and downstream suppliers to promote the concept of environmental protection, and boost the development of green industry. In the procurement process, we follow the principles of green procurement and establish a reverse logistics responsibility system to ensure that there is a recyclable mechanism for the goods provided to Ping An Health when they are aging and discarded to achieve green purposes. At the same time, we conducted ESG-related training for suppliers, and the coverage rate of ESG-related training for suppliers reached 100% during the reporting period.

5.2 Access to Health Care

Ping An Health is dedicated to advancing inclusive healthcare, leveraging abundant healthcare resources, and making significant contributions to the national health agenda.

5.2.1 Medical Inclusion Initiative

To help enterprises, employees and more users to enhance their awareness of health management, effectively promote their own health management and improve the accessibility of health management services, Ping An Health has continuously enriched the means of medical management, opened up contact channels, and carried out a variety of science popularization education and promotional activities. In addition, the Company has improved the affordability of Ping An Health healthcare services by reducing consumer spending and providing actionable medical solutions and healthcare services.

Improving availability to medical services	Improving affordability of medical services
☑ Diversifying management: To provide prevention, weight loss, serum glucose and blood pressure screening services, and reach more people	☑ Free subscription for annual service: Free activation of the service package to enjoy the full year of health manager services, reducing the burden of users
☑ Lowering the communication threshold: To shorten the communication path between the user and the health manager, and reduce the time cost of communication	☑ Executable and on-the-ground medical program: 21-day intensive management period and follow-up services, with no additional time commitment from the user
☑ Expanding advocacy channels: To enable more people to have access to health knowledge through Gold Butler live broadcast and community live broadcast	☑ Reducing users' psychological pressure: regular health counseling by doctors, establishment of caring dialect groups and service retrieval groups to reduce communication barriers and solve users' disease troubles

Medical Inclusion Initiatives of Ping An Health

5. Industry Leadership for Shared Ecosystem

Technology-empowered Ping An Health to Enterprise Initiative

Ping An Health is committed to improving the accessibility of healthcare services for corporate users, and has specially launched the "Enterprise EZHealth" corporate healthcare product system, to meet different health management needs of employees such as daily health, sub-health, and chronic diseases.

On March 7, 2023, Ping An Health and Xiamen International Bank Shanghai Branch co-organized the "Enterprise EZHealth, Ping An Goes Along with You - Health Literacy Enhancement Action for Corporate Employees," providing shoulder and neck massages, traditional Chinese medicine consultations, companion robots, and FocusZen mindfulness device for the bank's employees.

As of the end of the reporting period, Ping An Health had a cumulative number of 40 million cumulative paid users and served 1,508 corporate clients. The company has expanded its team of about 50,000 internal and external doctors in 29 specialties and has partnered with nearly 2,500 famous external medical experts. In addition, we have about 4,000 cooperative hospitals, about 103,000 cooperative health management organizations, and about 230,000 cooperative pharmacies.

5. Industry Leadership for Shared Ecosystem

5.2.2 Promoting Industry Development

Ping An Health actively cooperated with companies in the biopharmaceutical, medical device and pharmaceutical healthcare industries to carry out in-depth production and research cooperation around the five major scenarios of health, sub-health, disease, chronic disease and elderly care, so as to build more scientific and easy-to-use medical and healthcare solutions.

Case

Ping An Health Digital Diabetes Management Research Report released

On November 6, 2023, the *Digital Diabetes Management Research Report* jointly compiled by Ping An Health and the Center for Prevention and Control of Chronic Non-communicable Diseases of the Chinese Center for Disease Control and Prevention was officially released. More than 50 experts and industry guests from the CDC Center for Chronic Diseases and other organizations to participate in the conference. They together presented the results of the cutting-edge exploration of Ping An Health's digital diabetes management to the society.

5.3 Contribute to Our Community

Deeply involved in the healthcare sector, Ping An Health proactively gains in-depth insights into people's medical and health needs. We refine our products, enhance services, contribute to the construction and development of community-based primary care, and fulfill our corporate social responsibility.

Healthcare Ecosystem Support

Case

Ping An Health created "3456" Chronic Disease Management Model to empower the health of millions of users

To help more patients access more professional chronic disease management, Ping An Health provides users with one-stop "chronic disease prevention and control service" that saves effort, time and money. The service was selected as one of the "Typical Digital Products and Services for Chronic Disease Prevention and Control" by the CDC Center for Chronic Diseases in 2022.

Since the launch of the service in 2021, Ping An Health, in conjunction with Ping An Life, has deeply served more than 1 million users and provided 800,000 users with personalized and customized health management solutions and effectively prevent and control chronic diseases.

5. Industry Leadership for Shared Ecosystem

"Health lecture hall for the promotion of health literacy of enterprise employees" by Ping An Health

Ping An Health contributes to the construction of healthy enterprises and enhances the health literacy of enterprise workers. We have launched a total of four sessions of the "Health lecture hall for the promotion of health literacy of enterprise employees" in the areas of traditional Chinese medicine, skin care, lumbar and spinal health, and cervical health, to promote health management in the workplace.

Traditional Chinese Dietary Therapy

Cervical Cancer Prevention Screening

Lumbar Spine Health Management

Summer Skin Care Management

5. Industry Leadership for Shared Ecosystem

Ping An Health built community healthcare network and protected health through 100 public welfare activities

Ping An Health, together with the Shanghai Nanmatou Road subdistrict office held the "Professionalism for the Well-being of Every Family - The Launch Ceremony of the Thanksgiving and Health Charity Walk, along with the Double Support and Elderly Assistance Activities, on the 35th Anniversary of Ping An of China." The event provided a series of professional health consultations for community residents, and information about tumor prevention and treatment, intestinal health, skin health, and dental health and other practical knowledge. Ping An Health volunteers provided public service for 4 hours per person.

Volunteer Medical Services

Large-scale charity clinics at Wuhan Ping An Health (Testing) Center

On March 4, doctors of Wuhan Ping An Health (Testing) Center appeared in Wuhan Jinyintan Yongwang Dream City to carry out a large-scale charity clinics to learn the spirit of Lei Feng. More than 300 citizens accepted professional health advice.

5. Industry Leadership for Shared Ecosystem

Charity clinics themed "Warming People's Hearts with Medical Services, Popularizing Traditional Chinese Medicine" was held in Gangdong Village

To further improve residents' health awareness, enable the public to enjoy convenient Chinese medicine services, and promote Chinese medicine culture, on the morning of April 27, the Red Heart Party Branch of Gangdong Village, Chengxiqiao Center, Hefei High-tech Zone and Hefei Ping An Health Testing Center jointly carried out the charity clinics themed "Warming People's Hearts with Medical Services, Popularizing Traditional Chinese Medicine," bringing the dialectical concept of traditional Chinese medicine and the humanistic care of the community to the local residents.

Contributing to rural revitalization, Medical Aid of Ping An Health entered Debao, Guangxi

On August 30, the signing ceremony and donation ceremony of the "pairing-off assistance" strategic cooperation between China Social Assistance Foundation and Debao County of Baise City, Guangxi Zhuang Autonomous Region was held in Debao County, Guangxi. Ping An Health, in conjunction with the China Social Assistance Foundation, donated medical supplies valued at RMB110,000 to Debao County.

Disaster Relief

On-line public welfare area launched at Ping An Health APP, working together against the earthquake, bringing warmth together

On December 19, Ping An Health APP quickly launched the "public welfare zone for earthquake relief" to provide healthcare services such as free rapid consultation, psychological counseling, and mutual assistance to affected users in Haidong City, Qinghai, and Linxia Prefecture, Gansu. This initiative aimed to warmly protect the people in the disaster areas and safely pass through the bitter cold winter night.

Environmental, Social and Governance Report
6. Key Performance Form

6.1 Environmental Key Performance Form

Indicator category	Key performance indicator	Unit	2023	2022	2021
Greenhouse Gas Emission[2]	Scope 2 greenhouse gas emission	tCO_2e	7,499.02	8,114.81	9,392.35
	Scope 2 greenhouse gas emission intensity[3]	tCO_2e/person	3.48	3.18	2.74
Waste Management[4]	Waste electronics	ton	0.00	0.00	3.33
	Waste ink cartridges/toner cartridges	ton	0.02	0.00	1.53
	Waste lamps and bulbs	ton	0.00	0.11	0.52
	Discarded dry batteries	ton	0.00	0.01	0.05
	Total hazardous waste	ton	0.02	0.12	5.42
	Hazardous waste density	ton/person	0.0000088	0.000048	0.0016
	Total non-hazardous waste	ton	160.95	195.97	282.58
	Non-hazardous waste density	ton/person	0.08	0.08	0.08

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[2] In 2023, the Company was not involved in any emission of greenhouse gases (Scope 1) during business development. The greenhouse gas emissions were the emission of greenhouse gases (Scope 2) arising from the use of purchased electricity, and the indirect emission of greenhouse gases (Scope 3) from paper use. The calculation of greenhouse gas emissions in Scope 2 refers to the average emission factor of the national power grid ($0.5703tCO_2$/MWh) in the *Notice on the Management of Greenhouse gas emission Reporting of Enterprises in the Power generation Industry from 2023 to 2025*.

[3] In order to more accurately reflect the energy and resource consumption, greenhouse gas emission and waste discharge generated from office administration and business operation activities by each employee in 2023, the energy and resource consumption intensity, greenhouse gas intensity and waste intensity in 2023 is calculated as: total consumption or emissions/ ((number of employees at the beginning of 2023 + number of employees at the end of 2023) /2).

[4] Non-hazardous wastes are office wastes generated in the office area. Hazardous wastes refer to the amount of waste electronics, waste ink cartridges/toner cartridges, waste lamps and bulbs, and waste batteries produced.

6. Key Performance Form

Indicator category	Key performance indicator	Unit	2023	2022	2021
Use of Resources	Office paper usage	ton	2.89	2.63	6.83
	Outsourcing heat	GJ	/	/	81.00
	Total electricity consumption[5]	kWh	13,149,262.60	13,300,791.28	13,435,284.66
	Electricity consumption density	kWh/person	6,103.16	5,203.75	3,922.71
	Total energy consumption[6]	GJ	47,337.35	47,882.85	48,447.99
	Energy consumption density	GJ/person	21.97	18.73	14.15
	Total water consumption	m³	13,723.37	35,533.00	37,403.62
	Water consumption density	m³/person	6.37	13.90	10.92

[5] The scope of the Company's electricity consumption includes workplace electricity and data center electricity.

[6] The total energy consumption in 2023 comes from indirect energy (i.e. purchased electricity), and the energy consumption coefficients refer to the *GBT2589-2008 General Principles for Calculation of Total Production Energy Consumption*.

6. Key Performance Form

Social Key Performance Form

Indicator category	Key performance indicator		Unit	2023	2022	2021
Labor management	Total workforce		Person	1,753	2,556	3,425
	Workforce by employment type	full-time	Person	1,753	2,556	3,425
		part-time	Person	0	0	0
	Workforce by gender	Male	Person	675	1,122	1,452
		Male	Person	1,078	1,434	1,973
	Workforce by position type	Senior	Person	59	66	67
		Middle	Person	390	449	713
		Junior	Person	1,304	2,041	2,645
	Workforce by age group	30 and under	Person	426	870	1,594
		30-50	Person	1,294	1,641	1,797
		50 and above	Person	33	40	34
	Workforce by geographical region	Chinese mainland	Person	1,749	2,551	3,418
		Overseas, HK, Macau and Taiwan	Person	4	5	7
	Total employee turnover ratio		%	50.17	/	/
	Employee turnover rate by gender	Male	%	65.88	37.70	64.77
		Female	%	38.93	44.84	59.43
	Employee turnover rate by age group	30 and under	%	54.00	66.44	79.15
		30-50	%	48.38	28.86	43.04
		50 and above	%	52.00	32.50	37.50
	Employee turnover rate by geographical region	Chinese mainland	%	50.17	41.71	61.45
		Overseas, HK, Macau and Taiwan	%	44.44	40.00	150.00
	Signing rate of employment contracts		%	100	100	100
	Coverage of social insurance		%	100	100	100
	Participating rate in the labor union among employees in Chinese mainland		%	100	100	100

6. Key Performance Form

Indicator category	Key performance indicator		Unit	2023	2022	2021
Health and Safety	Participating rate in the labor union among employees in Chinese mainland		Person	0	0	0
	Rate of work-related fatalities		%	0	0	0
	Lost days due to work injury		Day	270	40	42
	Coverage rate for health check-up services		%	100	100	100
Development and Training	Percentage of employees trained by gender	Male	%	100	100	100
		Female	%	100	100	100
	Average training hours completed per employee by gender	Male	Hours	174	78	243
		Female	Hours	177	79	295
	Percentage of employees trained by employee category	Senior	%	100	100	100
		Middle	%	100	100	100
		Junior	%	100	100	100
	Average training hours completed per employee by employee category	Senior	Hours	140	68	52
		Middle	Hours	185	80	291
		Junior	Hours	175	78	274

6. Key Performance Form

Indicator category	Key performance indicator	Unit	2023	2022	2021
Supply Chain Management	Total number of suppliers	numbers	3,142	2,532	2,607
	Number of suppliers in Chinese mainland	numbers	3,138	2,528	2,602
	Number of overseas suppliers and suppliers from HK, Macau and Taiwan	numbers	4	4	5
	Number of suppliers with a supplier access determination score or performance evaluation	numbers	3,142	2,532	2,607
	Number of suppliers assessed as having significant negative ESG impact	numbers	0	0	0
	Number of suppliers whose cooperation was terminated after ESG assessment	numbers	0	0	0
	Supplier anti-commercial bribery clause require coverage	%	100	100	100
	Coverage rate for ESG-related training among suppliers	%	100	100	100
Product Responsibility	Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	0	0	0
	Number of product and service-related complaints	Number	13,169	7,030	13,089
	Complaint resolution rate	%	100	100	100
	Complaint resolution satisfaction	%	96.1	96.3	98.2
Customer Relationship Maintenance	Training coverage rate for responsible marketing among all employees	%	100	100	/
	Training coverage rate for responsible marketing among sales employees	%	100	100	100
	Average training time for responsible marketing among sales employees	Hours	39	39	44
	Telephone service satisfaction	%	97.9	97.7	98.8
	Number of customer service trainings	Times	68	89	2
	Number of customer service trainings	Person-time	551	606	76

Indicator category	Key performance indicator	Unit	2023	2022	2021
Intellectual Property Protection	Number of domestic patent applications	Piece	368	325	375
	Number of PCT patent applications	Piece	0	45	7
	Number of patent authorizations	Piece	208	35	16
	Number of patent authorizations	Piece	47	30	277
	Number of copyright registrations	Piece	0	2	85
	Intellectual property training/campaign	Time	21	/	/
Data Security and Privacy Protection	Total number of information security trainings	Time	37	55	/
	Number of post safety trainings	Time	10	6	1
	Pass rate of information security awareness examination	%	100	100	> 99
	Information/privacy security management certification ratio for the Company's businesses	%	100	100	/
	Audit frequency for information security policies and systems	Year/Time	3	2	/
Public Charity	Total time of public charity activities/voluntary service activities	Hours	1,800	5,416	/
Business Ethics	Number of concluded legal cases regarding corrupt practices brought against the Company or its employees	numbers	0	0	0
	Economic losses caused by corruption lawsuits to the Company	Yuan	0	0	0
	Number of anti-corruption trainings/ incorruptible culture promotions	time	197	150	20
	Number of internal anti-corruption/ investigation activities	time	16	18	3
	Employee coverage of business ethics standard training	%	100	100	/
	Audit frequency for business ethics standard	Year/Time	/	1	/

6. Key Performance Form

Indicator category	Key performance indicator	Unit	2023	2022	2021
Risk Management	Interpretation of laws and regulations	Time	17	32	17
	Risk management training/promotion	Time	197	121	99
	Employee coverage of risk management training	%	100	100	100
Investor Relationship	Number of communications with investors	Time	358	407	/
	Number of investor performance briefings	Time	2	2	/

Environmental, Social and Governance Report
7. HKEX Environmental, Social and Governance Reporting Guide Content Index

Disclosure requirements		Disclosure	Corresponding chapter or explanation
Mandatory disclosure requirements			
Governance structure		Disclosed	1.1 Responsible Governance 1.2 ESG Management
Reporting principles		Disclosed	About This Report
Reporting scope		Disclosed	About This Report
"Comply or explain" clauses			
A1: Emissions			
General Disclosure		Disclosed	4.2 Waste Management
A1.1	The types of emissions and respective emissions data.	Disclosed	4.2 Waste Management
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A1.5	Description of the emissions target(s) set and the steps taken to achieve them.	Disclosed	4.2 Waste Management
A1.6	Description of how hazardous and non-hazardous wastes are handled, the waste reduction target(s) set and the steps taken to achieve them.	Disclosed	4.2 Waste Management

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Disclosure requirements		Disclosure	Corresponding chapter or explanation
A2: Use of Resources			
General Disclosure		Disclosed	4.3 Resources Management
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Environmental Key Performance Form
A2.3	Description of the energy efficiency target(s) set and the steps taken to achieve them.	Disclosed	4.1 Addressing Climate Change
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and the steps taken to achieve them.	Disclosed	4.3 Resources Management
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable	Ping An Health is not involved in the direct provision of packaging material for finished products. Accordingly, such indicator is not applicable.
A3: Environment and Natural Resources			
General Disclosure		Not applicable	Other environment and natural resources are not involved in the daily operation of Ping An Health, so the disclosure of significant impact on environment and natural resources at A3 level is not applicable.
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Not applicable	Other environment and natural resources are not involved in the daily operation of Ping An Health, so the disclosure of significant impact on environment and natural resources not applicable.

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Disclosure requirements		Disclosure	Corresponding chapter or explanation
A4: Climate Change			
General Disclosure		Disclosed	4.1 Addressing Climate Change
A4.1	Description of material climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Disclosed	4.1 Addressing Climate Change
B1: Employment			
General Disclosure		Disclosed	3.1 Talent Attraction
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Disclosed	Social Key Performance Form
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	Social Key Performance Form
B2: Health and Safety			
General Disclosure		Disclosed	3.5 Occupational Health and Safety
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Disclosed	Social Key Performance Form
B2.2	Lost days due to work injury.	Disclosed	Social Key Performance Form
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	Social Key Performance Form
B3: Development and Training			
General Disclosure		Disclosed	3.2 Talent Development
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Social Key Performance Form
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	Social Key Performance Form

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Disclosure requirements		Disclosure	Corresponding chapter or explanation
B4: Labor Standards			
General Disclosure		Disclosed	3.1 Talent Attraction
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Disclosed	3.1 Talent Attraction
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	3.1 Talent Attraction
B5: Supply Chain Management			
General Disclosure		Disclosed	5.1 Supply Chain Management
B5.1	Number of suppliers by geographical region.	Disclosed	Social Key Performance Form
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	5.1 Supply Chain Management, Social Key Performance Form
B5.3	Description of the practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	5.1 Supply Chain Management
B5.4	Description of the practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Disclosed	5.1 Supply Chain Management

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Disclosure requirements		Disclosure	Corresponding chapter or explanation
B6: Product Responsibility			
General Disclosure		Disclosed	2.2 Product Quality and Safety, 2.3 Information Security and Privacy Protection, 2.4 Responsible Marketing, 2.5 Customer Services
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Disclosed	Social Key Performance Form
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	2.5 Customer Services, Social Key Performance Form
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	2.1 Product and Service Innovation
B6.4	Description of quality assurance process and recall procedures.	Disclosed	2.2 Product Quality and Safety
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	2.3 Information Security and Privacy Protection
B7: Anti-corruption			
General Disclosure		Disclosed	1.1 Responsible Governance
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Disclosed	1.1 Responsible Governance
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	1.1 Responsible Governance, Social Key Performance Form
B7.3	Description of anti-corruption training provided to directors and staff.	Disclosed	1.1 Responsible Governance

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Disclosure requirements		Disclosure	Corresponding chapter or explanation
B8: Community Investment			
General Disclosure		Disclosed	5.3 Community Welfare
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Disclosed	5.3 Community Welfare
B8.2	Resources contributed (e.g. money or time) to the focus area.	Disclosed	Social Key Performance Form